

# Job Description

Job title	Technical Administrator	Date
Reports to (title)		
Contract/Department		Revision
Location		

## Job purpose

Describe the overall purpose of the job in two or three sentences.

To provide technical & administrative support to the Account Manager and to co-ordinate all PPM and Reactive works in efficient and effective manner.

## Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

Provide a full range of high level administrative, secretarial and day-to-day support services for the contract and support staff including diary and time management, arranging meetings, organising travel and accommodation screening telephone calls, emails, enquiries and requests were necessary  
 Raise, update and close job tickets for Hard and Soft service staff via help desk function  
 Provide cover and support for Help Desk Operatives.  
 Entry of job ticket information into Agility system, inc. comments, booked hours and costs.  
 Assist with general office duties such as, stationary stock control, refreshment orders, relief functions for switchboard or reception, preparation of ad hoc reports, maintaining the filing and archive systems, scanning of critical back-up documentation, checking and dispatching of bulk invoices, administration of fleet activities etc.  
 Compile spread sheets in Word or Excel format for any non-standard reporting  
 Attend to all related queries from internal as well as external clients within the laid-down timelines either by phone or in writing and ensure high level of customer satisfaction.  
 Raise Purchase Orders as and when required and ensure all requests are approved in a timely manner and support other procurement activities  
 Attend Meetings as Admin Representative  
 Support the creation and production of specific client documentation and proposals and liaise with the relevant Account Managers  
 Arrange and co-ordinate expenses / travel arrangements.  
 Respond to internal and external telephone enquiries.  
 Sensibly and proactively process, circulate and respond as appropriate to email, post and faxes as and when appropriate.  
 Collate and prepare client information for use in update presentations  
 Act as point of contact as and when require  
 Co-ordinate and monitor all activity regarding M&I vehicle fleet. Including: - ·Forward all replacement vehicles, MOT, TAX and Service Reminders to drivers

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## Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

## Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Previous experience of an administration role in an operational environment
- Good communication skills both oral and written
- Ability to work in a team as well as individually
- Experience in Accounts system an advantage
- Ability to deal with volume telephone calls and enquiries
- Proven Ability to sustain effective relationships
- Reliability / Responsibility
- An obvious empathy with customers and clients, an ability to quickly develop relationships
- Smart presentable appearance
- Good personal organisational skills and ability to prepare and follow up short term plans
- Confident and outward going

## Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

Line Manager <i>Signature</i>	
Print Name	

# Job Description

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Date	
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Job Holder <i>Signature</i>	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	