



Zen Internet Role Specification

JOB ROLE: Managed Services Administrator

Key Deliverables

The overall job purpose is to provide a key administrative function within the Managed Services Support team, providing reliable and efficient administration support to multi-functional teams of network and hosting experts.

This role is an exciting opportunity for the right candidate to make an immediate impact upon the team's organisation and service levels.

The role will suit highly organised individuals who are hard working and able to work using their own initiative and to develop the role further by improving existing processes and systems as part of a wider programme of continual improvement.

This role will also provide support to colleagues in the Managed Services Support team acting as a deputy during annual leave and absence.

Key Responsibilities

- Management and tracking of the managed estate
- Booking stock in and out of stock room
- Requesting quotes from suppliers
- Organise new and existing support contracts e.g. providing Sales teams with expiry information
- Work with Office Services team to track down missing and damaged orders
- Courier booking and order tracking.
- Transfer data from customer's configuration forms into Zen's internal systems and chase customers for order documentation
- Arrange despatch and for return of loan and temporary hardware in customers possession, be responsible for tracking such equipment

Candidate Profile

- Some experience in an administration role with a demonstrable focus on service quality
- Able to follow defined procedures and advise of improvements where necessary
- Good degree of personal organisation skills, showing an ability to organise own workload as well as supporting the needs of the team
- A team player who is able to communicate with the team members, customers, suppliers and other departments within Zen
- Able to empathise with internal and external customers and diffuse difficult situations
- Desire to provide service excellence and to exceed customer expectations
- Patient and willing to go the extra mile in assisting customers
- Able to quickly inspire confidence in others
- Self motivated and able to organise their workload to meet tight deadlines

- Actively uses initiative to identify opportunities for improvement
- Reliable and enjoys the prospect of responsibility
- Strong literacy and numeracy skills
- Strong working knowledge of Microsoft Office software suite
- Comfortable moving large boxes in and out of Zen stock room as required
- Able to demonstrate a high level of attention to detail