

ROLE DESCRIPTION

Role Title	IT and Business Support Assistant
Accountability Seat	Group Services
Accountable To	Finance Director

Role Purpose

The **IT and Business Support** role supports the daily operations of both IT systems and administrative processes within an organisation. This hybrid role involves troubleshooting technical issues, managing software and hardware systems, and assisting with business documentation, scheduling, and office support. This role will be the day-to-day point of contact for IT technical support both internally to employees and also to third parties such as software providers. The ideal candidate will be tech-savvy, organised, and capable of balancing technical support with administrative duties.

Role Accountabilities

IT Support:

- Work with the Finance Director and external IT support to ensure computer systems, hardware, and software are all maintained and meet the needs of the business.
- Troubleshoot technical issues for staff and escalate where necessary to external IT support.
- Work with the Finance Director to support software upgrade and system changes across the business.
- Manage IT requirements for new starters such as equipment set up, email set up, ensuring the relevant software access and hardware has been issued.
- Maintain and update asset inventory for IT equipment.
- Manage licensing and user access across the core business software and where possible optimising spend.
- Managing mobile phone and telephone contracts, allocations and troubleshooting.
- Provide basic support for business applications such as CRM, ERP, and Office 365.
- Maintain and manage meeting room set up, ensuring functional, up to date and effective.

Business Administration:

- Perform clerical and administrative tasks including document management, data entry, and report preparation.
- Maintain records, databases, and filing systems.
- Schedule meetings, manage calendars, and handle internal communications.
- Support procurement and ordering of office or IT supplies.
- Assist in preparing project specific documents such as tenders, quotes, proposals and presentations. Ensuring that the brand is adhered to and that the final document is the polished article.

Other Role Responsibilities

1. Provide support to the team as required.
2. To be an active member of the Group Services team and contribute to a co-operative working environment between all business units.



General Responsibilities

1. To support the delivery of Osprey's vision and values as part of your day-to-day work.
2. To comply with Osprey's management systems as required within your area of responsibility.
3. To be responsible for the health, safety and environmental aspects affecting self, employees and activities under your control.
4. Any other duties that the company may reasonably require the individual to undertake.

Osprey's Promise

You will be supported by your line manager through supervision and support, listening, training and development, and the best resources that we are able to provide to help you give *your* best.

Signature		Signature	
Employee Name		Manager's Name	
Date		Date	

