

CAREER OPPORTUNITY

JOB TITLE:

Technical Contracts Administrator

REPORTING TO:

Department Manager



Background

Agilitas IT Solutions provide the most innovative and comprehensive technical inventory service to the leading OEMs and field service providers.

We maintain and manage spare parts inventories, and deliver complementing technical services worldwide. Our services have been specifically designed to equip customers with control over inventory expenditure, optimised spare part availability and enhanced service performance.

Purpose

As part of a small office based multi-functional team you will work on a variety of tasks related to the processing of contracts additions, deletions, and changes as part of the Business Take-On function.

A basic level of technical understanding and interest would be desirable, and administrative skills related to the production of both customer facing documents, and updates to internal systems.

On the job training for all aspects of the role will be provided.

Working Relationships

Main Department Manager, Bid Team, Planning Team, External Customers, Customer Support Team.

Secondary Service & Account Managers, Service providers.

Duties and Responsibilities

- Follow set processes for all Additions, Deletions, Renewals and changes
- Manage all aspects of the Contracts Database
- Deal with Entitlement queries from the Customer Support Team
- Work closely with the Customer Support Team and other relevant departments to inform them of new contracts
- Ensure that planned parts are sent to the correct FSL/Site-Stock location
- Liaising closely with account managers to ensure the smooth on-boarding of new customers

Qualifications, Skills and Experience

- Ability and willingness to learn
- Proficient in Microsoft Office and Excel
- Ability to prioritise & organise own work in a busy environment
- Accuracy and high attention to detail
- Ability to apply initiative to solve problems
- Self-motivated, positive and proactive attitude
- Approachable & helpful
- Flexible and adaptable decision making
- Good written and verbal communication
- Able to work as part of a team or on their own
- Good organisational/planning skills
- Excellent numeracy skills
- Good interpersonal skills & telephone manner

