

CAREER OPPORTUNITY

JOB TITLE:

Bid Support Administrator

REPORTING TO:

Bid Support Manager



Background

Agilitas IT Solutions Ltd is the leading innovator of customer driven inventory-as-a-service solutions. Passionate about delivering first class IT services on behalf of our customers, we have been helping the major OEMs, IT resellers and managed service providers extend their service capability and improve service delivery levels to their customers for over 30 years. We offer IT hardware maintenance and support across server, storage and networking technologies and deliver complementing technical services to customers across the globe including technical training, technical support, product repair and specialist engineering resource. Guided by our shared values, we all take pride in everything we do, working as one team with a shared vision to deliver the highest standards to our customers. We work in a fast-moving ever-changing environment, and are constantly looking at driving improvements to stay ahead of our game.

Job Brief

The Bid Support Administrator works within the Bid Team, reporting directly to the Bid Manager. BSA works closely with other members of a small and busy Bid Team and is responsible for assisting the Team with a number of administrative tasks relating to IT Hardware maintenance contracts. Training will be provided in all aspects of the role.

Duties and Responsibilities

- Monitoring and actioning of incoming emails
- Logging of new maintenance requests
- Requesting supplier quotations where needed
- Creation and preparation of quotation templates
- Population of quotation templates with data from various sources
- Checking Agilitas geographical/engineering/SLA capability
- Production of standard maintenance quotations using predetermined pricing or process
- Replying to customer and supplier emails

Essential Qualifications, Skills and Experience

- Excellent organisational skills
- Excels in a fast-paced and collaborative environment
- High attention to detail
- Competency in spelling, grammar, and punctuation
- Good telephone manner
- Customer oriented
- Good Microsoft Excel skills (including vlookup/xlookup/data comparison)
- An understanding or interest in IT Hardware is advantageous but can be learned on the job

Hours of work

37.5 hours – Monday to Friday 9 am to 5.30 pm with a one hour unpaid lunch break

Benefits

As well as being a great place to work with a friendly and helpful team, we offer the following benefits:

- A competitive salary.
- Entry into our NEST pension scheme.
- 25 days annual leave.
- Additional ½ day birthday holiday
- Cycle to Work Scheme.
- Death in service (2 x salary).
- Employee Cash Plan (including 24/7 Employee Assistance Programme, contribution to everyday healthcare and complementary therapies, 24 x7 access to Virtual GP, stress management, counselling, access to 1000s of retailer discounts)
- Regular away days and social events.
- Quarterly and annual awards.
- Invitations to award ceremonies and partner events.

We are based in Nottingham at Glaisdale Parkway which is situated on the west side of Nottingham located approximately 4 miles to West of the City Centre via the A609 and 4 miles from the M1 with convenient access to junctions 25 and 26. The area is very well connected for public transport with numerous bus routes in close vicinity.

