

CAREER OPPORTUNITY

JOB TITLE:

Technical Contracts Administrator

REPORTING TO:

Department Team Leader/ Manager



Background

Agilitas IT Solutions Ltd is the leading European 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 25 years.

We manage spare parts inventories across server, storage and networking technologies and deliver complementing technical services to customers across 41 countries and to over 10,000 locations throughout Europe including cloud services, technical training, technical support, product repair and specialist engineering resource.

We are looking for a dynamic and highly experienced Technical Contracts Administrator, with excellent administrative skills and who is highly competent in Excel, with a great eye for attention to detail.

You must have a desire to succeed in your role and for this we offer great benefits and the opportunity to develop and hone your current administrative skills within the IT industry. This is a great opportunity for the right person to flourish in a growing business and industry.

Purpose

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

The role requires you to develop a good level of technical understanding and interest, as well as 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.

Tasks and Responsibilities

- Follow set processes for all Additions, Deletions, Renewals and Changes
- Manage all aspects of the Contracts Database (Excel)
- 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
- Liaise closely with account managers to ensure the smooth on-boarding of new customers
- Ad hoc reporting
- Data comparison

Essential Qualifications, Skills and Experience

- Previous experience in an administrative role is essential
- Highly proficient in Microsoft Office and Excel (vlook ups, pivot, formulas etc)
- Ability and willingness to learn
- 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

As the successful candidate

- After initial training this will be a hybrid role, working from home two days per week.
- Your training, development and learning will align your current administrative skills to the IT industry.
- You will play a key role within our company.



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Hours of work

37.5 hours – Monday to Friday 9 am to 5.30 pm with a one-hour unpaid lunch break. Part time and flexible working will also be considered for this role, with a requirement to work flexibly in line with business needs as and when needed.

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.

