

Job Description

Position	Business Applications co-ordinator
Reporting to	Business Applications Manager
The Company	Brigade Electronics, established in 1976, is at the pinnacle of commercial vehicle and mobile plant safety. A founder and innovator of sensing and monitoring systems that have helped save countless lives across the globe for over forty years. Whilst our portfolio can be emulated, our commitment to vehicle safety, our reliable, trusted products and our dedicated team of experts, cannot. We invest in people as well as technology. Everyone in the Brigade family understands the life-changing significance of the products and service we provide and the importance of outstanding systems that work in the most demanding of situations. The Brigade Group organisation is based in the UK and has subsidiary companies in the USA, Canada, Germany, France, Italy, The Netherlands and Poland, and selling in to over 80 countries world-wide via our National Distributor network.
Purpose of Role	Brigade has high reliance on its IT Applications and Infrastructure and as such need to ensure the service being delivered is robust and timely. This role has been created to manage the service levels of internal and external teams by coordinating the support being demanded of us. To manage triage of inbound tickets to the internal Apps team, complete basic routine tickets such as user account creation for several applications, complete monthly reporting tasks, and interface between Brigade and our 3rd party support desks for internal processes.
Key Responsibilities	• First point of contact for users, team members and 3rd parties regarding IT support. • Manage triage of internal support tickets for the applications team, establishing SLA priority and assigning to relevant internal or external resource. • Ownership of actions for the starter, mover and leaver process for business applications; Create / edit /disable account names and or permissions, manage license requirements. • Awareness of the IT Applications business continuity plan and be

	able to support the team in the event of activating the plan. • Management of business applications email inbox and Internal support ticketing system ensuring it's kept up to date in real time with statistical data being accurate always.
Key Tasks, but not limited to	• Manage daily routine checks of business applications, Reporting issues immediately with internal support. • Management of 3rd Party support tickets for AD account and laptop setup. • Identify where support tickets would be reduced by training and support the IT trainer in address the need. • IT administration tasks including monthly KPI's, access reviews and license management. • Manage hardware for starters, leavers and faulty replacements / upgrades including Mobile phones. • Provide basic support for internal meeting room equipment. • Coordinate Weekly 'what's new publications'. • Management of asset register (assisted by PA to IT Director) • Assist with Security checks. • Support the IT team with ad hoc tasks as and when required.

Person Specification

Essential	Desirable
Experience and Skills 2+ years experience supporting a team. Working knowledge of Excel. Confident communication both written and verbal and comfortable in candidate facing environment. Able to work on own initiative. Ability to learn on the job. Be able to demonstrate good attention to detail. Excellent problem-solving skills.	2+ Years working in an IT support environment. Working knowledge of Microsoft applications.
Personality and Motivation Adaptable, extremely organised, and able to work under pressure to tight deadlines whilst maintaining a professional demeanour. Understands the importance of process. Self-motivated to do what is necessary to succeed. Able to work in a team and independently. A positive and enthusiastic can-do nature.	
Interpersonal Skills Ability to communicate with people of different functions and at different levels of skill/seniority within the business. Listen and understand the issue being communicated, and willing to ask for clarification. able to engage with users and understand their world.	
Communication & language skills Clarity of instruction both spoken and written. Positive communication with users for whom English is a second language – accept and check that instruction is fully understood.	
Other requirements Flexibility – some out of hours work maybe required from time to time. Full UK driving license and access to vehicle for occasional travel between local sites.	

Employee Signature: _____

Date _____