



# PMO/Service Desk Co-ordinator

## Document Details

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PMO/Service Desk Co-ordinator	Kaley Tighe	04/08/2021	RV3	Release

## About ITM Communications Ltd

ITM is a leading independent provider of specialist ICT infrastructure solutions and services based in Milton Keynes, UK. We employ around 75 experienced personnel and serve blue-chip clients throughout the UK, and further afield. We offer capabilities in five key areas of IT Infrastructure and Services: Structured Cabling & Wireless; Data Centre Infrastructure; Converged Solutions; Offsite Build & Test and Site Services. We directly employ, and security clear our own personnel, who each receive regular training and are experts in their field. Our success has been built upon an ability to develop very close working relationships between our employees, clients, business partners, suppliers and other key stakeholders.

## Position Details

Job Title	Reports to	Department	Security Level
PMO/Service Desk Co-ordinator	Carl Fegan – Customer Services Director	Service Desk	SC
Location	Hours		
Milton Keynes	09:00 to 17:30 – 37.5hrs per week		
Closing date for applications	13/08/2021		
Apply to	<a href="mailto:HR@itm.uk.com">HR@itm.uk.com</a>		

## Job Purpose

As part of ITM's ongoing enhancement of its PMO/Service Desk, we are looking for an ambitious, organised, and client focused individual to join the team who is used to working in a fluid and dynamic market sector.

Reporting to the Customer Services Director, the PMO/Service Desk Co-ordinator will ideally be an ITIL (Information Technology Infrastructure Library) certified, multi-skilled "Customer Service Agent" with demonstrable Project Management Office (PMO) experience, namely:

**Governance:** The ability to ensure that the right decisions are being made by the right people based on the right information. This can also include auditing and peer reviews, developing project structure and making sure there is project/role accountability.

**Transparency:** The provision of information that is relevant and accurate to support both individual and team effective decision-making.

**Reusability:** The avoidance of "reinventing the wheel". Ensuring there is a repository of learned lessons, templates and best practices etc. from previous successful projects.

**Delivery Support:** The support of ITM's project teams to enable them to delivery project excellence more effectively by streamlining processes and bureaucracy, offering training, mentoring and quality assurance.

**Traceability:** The precise and effective management of documentation, project history and organisational knowledge.



In addition to the above you will also be involved in various duties which include, but are not limited to, answering general calls, obtaining project/engineer updates, assisting with resourcing requirements, usage and maintenance of ITM's online customer portal, the production of templated quotations and general duties relating to any project. Other tasks include sales order/purchase order processing and covering other Project Co-ordination duties such as scheduling etc. as and when applicable.

An eye for detail will be essential in this role, along with outstanding communication skills and the ability to multitask in a sometimes pressured and time critical environment.

It is expected that the PMO/Service Desk Co-ordinator will work towards and progress to full PMO project ownership i.e. within a Project Co-ordination role.

**As a List X company, we will request as a condition of employment that you gain in SC Clearance.**

## Other Accountabilities

Ownership of administration related duties, including (but not limited to) the following:

- Ownership of project related duties:
  - Generation of templated customer facing quotations
  - Engineer updates
  - Reporting
  - Updating internal systems with project updates
  - Logistics
  - Resource monitoring
  - Maintenance of project/customer folders
  - Sales Order/Purchase Order processing
  - Sales Order billing
- General duties:
  - Answer incoming calls
  - Dealing with enquiries
  - Filing
  - Any other duty as requested
- Regular communication with customers, team members and stakeholders. Managing expectations and building strong, professional relationships.
- Maintaining awareness of all outstanding tasks, issues and commitments ensuring that all elements are dealt with efficiently and in a timely manner.
- Assisting with implementing new processes and procedures, inputting ideas and solutions where possible.
- Attend meetings and conference calls when necessary.

## Person Specification

### Essential Behaviour and Skills/Competencies

The successful applicant will have the following experience and competencies

- Client focused with a drive to deliver excellent service
- Organised, detail orientated and punctual
- Enthusiastic
- Able to multi task
- Flexible to take on additional tasks/responsibilities
- Experience in project PMO coordination
- Experience of customer owned service management tools such as Jira, ServiceNow etc.



- Microsoft Excel, Word and Outlook

### Desirable Behaviour and Skills/Competencies

- ITIL (Information Technology Infrastructure Library) Foundation v3 certified
- ITIL (Information Technology Infrastructure Library) Foundation v4 (Q1 2019) certified
- ITIL (Information Technology Infrastructure Library) Practitioner v3 or v4 certified
- Microsoft Project
- Experience of using a Customer Relationship Management system
- Experience of using Office 365 including SharePoint/Yammer
- Educated to GCSE level (Maths & English minimum)
- Full UK driving licence