IT Support Team Administrator

About Us

Reflex Vehicle Hire is a rapidly expanding organisation, featured among the Top 1000 Companies to inspire Britain and Europe. With a fleet comprising approximately 5,500 vehicles and a dedicated team of over 150 employees, we operate from our spacious 4-acre Head Office in Loughborough. In addition, we have strategically located operating depots in Manchester and Glasgow, ensuring a comprehensive coverage of our services across key regions.

Reflex offers an exciting and rewarding career opportunity with a strong industry-leading reputation. The company fosters innovation and teamwork, encouraging employees to contribute to its success. Employee well-being is highly valued, with competitive compensation, comprehensive benefits, and skill development opportunities. Reflex is deeply committed to sustainability, inclusivity, and diversity, implementing eco-friendly practices, and investing in zero-emission vehicles. Join Reflex for a forward-thinking company that values employees and provides a supportive, inclusive work environment.

Job Description

The role includes but is not limited to:
- Overseeing the IT day to day operations and ensuring that everything runs smoothly and securely.
- Managing the contracts with external suppliers and vendors, such as mobile phone supplier, printer's supplier, IT support supplier, etc. You will negotiate the best deals, monitor the quality of service, and resolve any issues that may arise.
- Providing 1st line IT support to the staff, troubleshooting, and resolving any IT problems or requests that they may have.
- Managing the internal used software, such as licenses, updates, backups, etc. You will also onboard and offboard new and leaving staff, setting up and removing their accounts and access rights.
- Monitoring and reviewing the internal IT processes with a view to improving them. You will also manage the IT certifications, such as cyber security, and ensure that we comply with the relevant standards and regulations.
- IT stock management.
- Ensure a high level of customer satisfaction whilst adhering to our service standards. here to our GDPR policies at all levels.

Experience
- A degree in IT or a related field, or equivalent work experience.
- At least 3 years of experience in IT support or administration, preferably in a similar role.
- Excellent communication and interpersonal skills, with the ability to work well with both technical and non-technical staff.
- Strong problem-solving and analytical skills, with the ability to prioritize and multitask.
- Knowledge of IT systems, software, hardware, networks, security, etc.
- Experience in managing contracts with external suppliers and vendors.
- Excellent Attention to Detail
- Excellent Telephone Manner
- Excellent Team Player ensuring all queries are dealt with promptly and efficiently.
- Excellent administration and organisation skills,
- Strong customer service ethic.
- Ability to work within a defined budget and embrace Key Performance Indicators.
- Ability to work under pressure and provide flexibility to assist other members of the organisation.
- Strong understanding of the importance of health and safety and environmental compliance.
- Keen to learn new skills and systems.

Job Offering

Salary: £24,000 - £28,000 (dependent on experience)
Contract: Full Time
Hours: 42.5 per week 8:30am – 5:30pm
Holidays: 25 + Bank Holidays
Reporting to: Head of IT
Extra:
- Onsite parking
- Company pension
- Life insurance
- Sick Pay
- Wellness programme
- Company Bonus Scheme