



Corin Vacancy: Technical Administrator (IT)

Job Title	Technical Administrator (IT)	Base Location	Leigh-on-Sea / Hybrid
Hours/Contract	35 hours p/w (Mon-Fri)	Salary	£30k-35k
Reports to	Head of Operations	Direct Reports	N/A

Primary Objectives

The primary responsibility of this role is to manage and maintain the company's technology infrastructure, administering our Microsoft and Azure systems and providing day to day technical support to colleagues to ensure an efficient and reliable working environment.

The role will also involve managing firewall and IT security - monitoring and where necessary, improving on, existing policies and procedures to protect company data and interests.

Additional responsibilities would include, but is not limited to; phone system setup and management; Sharepoint site management, third party provider liaison including software platform suppliers, internet and mobile phone suppliers etc.

Whilst executing the responsibilities of this role you will be trusted with the handling of sensitive data, both personal and financial - you must follow all governing and company policies and deadlines to ensure our compliance.

You will organise your time systematically and efficiently, but also using your own initiative to arrange work and resources for yourself to facilitate task achievement within the required timeframes.

You may be delegated tasks which should be completed in a timely manner in addition to your duties, as dictated by the needs of the business.

This role requires you to be accurate, compliant and methodical, and actively look to support the objectives for the business, at times completing operational tasks and activities as requested.

Role Specification

General IT Support

- Provide technical support to staff, including hardware, software and network troubleshooting
- Install, configure and maintain IT equipment such as computers, printers and peripherals
- Manage user accounts, permissions and access rights

IT Security

- Monitor and manage firewall systems to protect against unauthorised access and security threats - liaising with suppliers for advanced support if needed.
- Enforce existing and where necessary implement IT security policies and procedures to safeguard company data
- Conduct regular security audits and vulnerability assessments, providing management with recommendations for improvements

Infrastructure Management

- **Phone systems:** maintain and support company's phone systems, ensuring optimal performance and reliability, troubleshooting phone system issues, liaising with suppliers for advanced support
- **Hardware/Software:** managing end-user devices and endpoint security, administering MS365 and Azure systems, organisation and maintenance of Sharepoint site, completing and updating IT asset registers including implementing upgrade schedules.
- **Communications setup:** Set up and support AV equipment for meetings/presentations to ensure seamless connectivity and functionality for video conferencing systems, providing staff training where required

Third Party Liaison

- Act as a key point of contact with our third party platform providers - IWCL, helping to maintain and improve integration and functionality of platform system.
- Coordinating with suppliers to resolve technical issues and implement updates/improvements



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- Manage and negotiate mobile phone contracts, ensuring cost effectiveness. Supporting with device management, setup and troubleshooting.
- Manage relationships with internet service providers to ensure consistent and reliable connectivity, monitoring internet performance and coordinating with providers to resolve issues and enhance performance

Reporting

- Provide senior management with required reports including but not limited to: performance, usage, cyber security including data/security breaches, inventory, upgrades etc.

Training and Development

- Undertaking formal and informal training in line with agreed objectives
- Developing knowledge and understanding of the market and any associated legal or technical changes through additional learning
- Completion and recording of all CPD activities

Operations and Company Administration

- Adhering to all company processes and procedures to assist in the smooth operation of the business
- Responding to enquiries from key stakeholders and clients received by phone, email or online platform
- Ensuring compliance with company policy, customer service standards and external compliance regulations

Corin Standards and Expectations

In addition to your specific role responsibilities, as a Corin employee, you are always expected to consistently display the highest standards of professionalism. This includes promoting the company values (Honesty, Ambition and Delivery) and bringing excellence to the day to day operation of the business including:

Customer Care: Providing an excellent and professional service to all clients, brokers, and other external colleagues

Communication: Consistently demonstrating your ability to communicate effectively and efficiently at all levels

Meeting Deadlines: Adhering to and meeting all internal and external deadlines as dictated. Identifying and communicating any potential delays within an acceptable time frame

GDPR Compliance: Following all relevant processes and procedures to fully comply with all data protection rules and regulations. Reporting breaches immediately if incurred/discovered

H&S: Following the H&S procedures in place. Ensuring all tasks and actions are carried out responsibly with the health and safety of yourself, your colleagues, and the space around you in mind

Colleague Support: Respecting and supporting colleagues at all times to meet the needs of the business as well as to instill a positive and productive culture

What you will offer

You will:

- Have a good working knowledge of the Microsoft platforms at administrator level, including Windows Server, Microsoft365 Admin Centres including Azure Entra ID, Office 365, Compliance, Exchange, etc.
- Exposure to Azure Virtual Desktop is desirable.
- Have a minimum of 2 years' of IT support experience
- Have a passion for technology
- Display excellent problem-solving skills and the ability to think critically to resolve technical issues and implement process improvements
- Be highly numerate and literate
- Have strong analytical and communication skills
- Have the ability to work well under pressure, working at pace without compromising accuracy
- Have ambition and a passion to help drive the business to the next level



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- Be enthusiastic, positive and focused
- Have a great sense of humour and desire to foster meaningful working relationships

What we offer

As well as the opportunity to join a fantastic team in a fast growing, forward-thinking MGA, we also offer the following:

- Competitive salaries and comprehensive benefits
- 30 days annual leave (incl. Bank holidays) plus additional holiday for service
- Annual bonus scheme
- CPD study support
- Company pension contribution of 10%
- Private medical insurance
- Hybrid working environment (office/WFH split)