



Job Title: First Line Administration & Systems Support Assistant

Location: Glasgow

Job Purpose

To provide first-line administrative and technical support to internal teams, assist with project coordination, and act as a liaison with external system providers. While the role is internally focused, the effectiveness in managing system bugs and vendor communications directly impacts the member experience. This role supports the smooth operation of business systems and contributes to the successful delivery of IT and digital projects.

Key Responsibilities

Administrative & Systems Support

- Respond to internal queries and service requests in a timely and professional manner.
- Maintain accurate records of support requests, issues, and resolutions.
- Provide basic troubleshooting support and escalate technical issues as needed.
- Assist with documentation, including user guides, process notes, and system updates.

Vendor Liaison & Member Impact

- Log and track issues with external system providers, ensuring timely resolution.
- Monitor progress of open tickets and escalate where necessary.
- Maintain the internal bug log and support the deployment of fixes.
- Coordinate communications and follow-ups with vendors regarding system updates or outages.
- Ensure that resolution of bugs and issues contributes to a positive member experience.

Project Administration

- Support project planning activities, including scheduling meetings, preparing agendas, and tracking action items.
- Maintain project documentation such as timelines, task lists, and status reports.
- Assist with user acceptance testing (UAT) and feedback collection.
- Help coordinate training sessions and onboarding for new systems or features.

Data & Reporting Support

- Run routine reports and assist with data entry and validation tasks.
- Support the team in preparing dashboards or summaries using Excel or other tools.
- Help ensure data accuracy and compliance with internal standards.

Skills & Competencies

- Strong organisational and communication skills.
- Comfortable using Microsoft Office (especially Excel, Outlook, and Word).
- Basic understanding of IT systems and project workflows.
- Ability to manage multiple tasks and prioritise effectively.
- Professional and proactive approach to liaising with external partners.



Qualifications & Experience

Essential

Minimum of 1 year of experience in an administrative, support, or project coordination role.

Experience in clean workstation installations (tidy cable management for end-user devices, such as computers, monitors, printers, etc)

Microsoft Office Applications

Desktop OS, Windows 7/8/10/11

Antivirus Solutions

Some understanding of network

Understanding of computer hardware

DNS, DHCP, File & Print.

Desirable

Microsoft 365 (Email and SharePoint/OneDrive)

Virtualisation technologies

Switching & Firewall technologies

Backup software for Servers and Microsoft 365

VoIP Telephone systems

Service Management tools for ticket handling

Experience of remote access tools

Google Workspace

Active Directory/ Exchange

Experience in a financial services or regulated environment is a plus.

Interest in IT systems, digital services, or project management is desirable.