

**Job Title:** Order Delivery Specialist  
**Reports to:** IT Operations Manager

**Location:** Lichfield

## Job Description

The Order Delivery Specialist will be responsible for overseeing the timely and efficient delivery of IT infrastructure products and services. This role will focus on managing the ordering, tracking, and delivery of hardware, software, and IT services to clients, ensuring that all orders meet specific requirements and are fulfilled accurately. This will involve processing orders for new customers and assisting with changes for existing customers.

You will be responsible for communicating with all stakeholders, internal and external, ensuring all parties are regularly updated and that each delivery is owned from start to completion.

## Duties and Responsibilities

- Handle orders from initial receipt to final delivery, ensuring all client expectations are met
- Acting as the primary point of contact for customers regarding all order states and updates
- Continuously evaluate and recommend improvements to the delivery process
- Processing of orders for both new customers as well as actioning adds, moves and changes across the existing base
- Ensuring that orders have the correct kit/licensing allocation
- Working alongside all business functions to ensure a smooth and consistent approach
- Escalating issues to your line manager and other stakeholders as required to facilitate resolution
- Keeping all systems up to date with progression of orders

## Knowledge, Skills, and/or Abilities Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required:

- Able to manage multiple orders simultaneously while maintaining accuracy and attention to detail
- Experience collaborating & scheduling installations
- Capable of prioritising tasks effectively to meet deadlines and deliver on customer expectations
- Strong analytical skills to resolve delivery issues efficiently and professionally
- Strong written and verbal communication skills with an ability to clearly articulate information and provide excellent customer service
- Able to work collaboratively with other departments
- Proficient with order management software / ITSM systems
- Familiarity with IT hardware, software, and IT services
- Exposure to ITIL frameworks and best practices
- Empathetic, Passionate, Collaborative and Results Focused
- 2 years demonstrable experience

## Benefits:

- Competitive Salary
- 22 days annual holiday + 8 bank holidays
- Pension with Employer contributions
- Opportunity for Career Development
- Experience Team Building days out and Team Incentives
- Full appreciation and reward of hard working and long-term commitment.