

# Quotes coordinator

## Role brief

<b>Directorate</b>	Jisc technologies
<b>Base location</b>	Harwell
<b>Grade</b>	E
<b>Job level</b>	12
<b>Job family</b>	Technical infrastructure
<b>Date</b>	November 2016
<b>Reports to</b>	Service delivery manager

### 1. Background

Jisc is the UK higher, further education and skills sectors' not-for-profit organisation for digital services and solutions. We:

- Operate **shared digital infrastructure and services**
- Negotiate **sector-wide deals** with IT vendors and commercial publishers, and
- Provide trusted **advice and practical assistance** for universities, colleges and learning providers.

This quotes coordinator works in the network operations division, within the quotes team, part of the connections management group. The post holder will report to the service delivery manager.

### 2. Purpose and scope

The main focus of the role is to obtain quotes using either the frameworks or contracts in place with suppliers, evaluate the quotes and to provide customers with the best technical solution.

### 3. Key accountabilities and role outputs

It is expected that responsibilities will be developed and finalised over time and will include but will not be restricted to:

- Analyse the Janet connections requirements of existing customers and new customers
- Liaise with customers to clarify customer requirements
- Liaise with colleagues in the network operations group to identify the best technical solution for connections
- Ensure that all relevant information has been gathered before quotations are requested from circuit suppliers, to meet agreed timescales
- Evaluate supplier quotes and apply the appropriate Janet tariff before producing customer quotes for connections
- Handle queries from customers and colleagues about the solutions identified and the costs involved
- Maintain accurate and detailed records including input to the central database facility
- Process ad hoc requests to cancel connections
- Support the team manager with other activities relating to queries from customers and suppliers about Janet connection requirements

- Maintain quality documents as required, identifying where processes may need to be reviewed
- Collect customer feedback for review by team manager

## 4. Skills, knowledge and experience

	Essential
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Must have a good general standard of education.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven experience of working in a service environment.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of Microsoft Office-based IT systems</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Good written and verbal communication skills</li> <li>• Good telephone manner</li> <li>• Ability to translate and communicate technical information so that it can be clearly understood by customers and colleagues</li> <li>• Well organised with a methodical approach to work</li> <li>• Ability to prioritise workload in order to meet targets</li> <li>• Able to analyse information and anticipate problems</li> <li>• Self-motivated with the ability to adapt to changing priorities</li> <li>• Proven experience of working within a team but with the ability to work independently</li> </ul>

## 5. Key contacts

- Service delivery team
- Network service managers
- Network engineers
- Telecom suppliers

### Important additional information

The service delivery manager will discuss all elements of the role brief with the appointee on appointment and again after six months, recognising that some elements may need changing.

The above is provided for guidance, is not contractual, and is not an exhaustive list of all accountabilities that the post-holder may have.