

## Job Description

### IT Assets Administrator

<b>Salary:</b>	Grade 4
<b>Contract:</b>	Full time , 12 month fixed term
<b>Location:</b>	Canterbury Campus
<b>Responsible to:</b>	Quality & Compliance Manager, or their delegate
<b>Job family:</b>	Administrative, professional and managerial

### Job purpose

The role is responsible for providing administrative support in various areas across the IS Quality & Compliance strand within the section. Significant accountabilities, include, but not limited to, administering; asset management, including the Tech Shop and software licensing. This role plays a crucial part in ensuring compliance with quality standards and regulations within the Information Systems department for the University.

### Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

#### **Hardware & Software Asset Management:**

- Maintain accurate records of hardware and software assets.
- Administrate asset tracking and inventory management processes.
- Collaborate with the IT Asset Officer(s) to provide required documentation and information to facilitate associated audits.
- Assist in the preparation of audit reports and action plans to address any identified discrepancies.
- Support the implementation of recommended improvements based on audit findings.
- Assist in the procurement and disposal of IT assets, ensuring compliance with relevant policies and procedures.
- Collect, analyse, and report key performance indicators (KPIs) relevant to Hardware and Software assets.
- Liaise and collaborate with stakeholders to identify relevant metrics and ensure data accuracy.
- Prepare reports to communicate performance and highlight areas for improvement.

#### **Administrate the Tech Shop, including, but not limited to :**

- First line of transactional support, liaising with Tech Shop customers across the University throughout all levels of the University.
- Special Order requests, liaising with the customer and supplier(s)
- Communication (inbox, blogs, social media)
- App administration
- Stock replenishment
- Asset tagging
- Supplier liaison
- Order picking

- Monthly Perpetual Inventory, undertaken with another member of the team, investigating discrepancies as they arise

#### **Software Licensing:**

- Monitor software licenses, ensuring compliance with license agreements.
- Support the renewal of software licenses and maintain records.
- Support the department in managing software compliance and external licensing audits
- Support the creation of a culture that is highly performance and contribution focused, built on a foundation of equality, diversity, belonging and inclusivity, and that inspires people to bring their best every day.

## **Key challenges and decisions**

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Balancing multiple priorities and deadlines in a fast-paced environment.
- Identifying and implementing process improvements to enhance efficiency and compliance.
- Collaborating with diverse stakeholders to gather information and ensure accurate reporting.
- Supporting with the decisions regarding software license compliance and risk mitigation strategies.

## **Internal & external relationships**

**Internal:** Information Services department staff, IT project teams, Section Management Groups ,Internal auditors

**External:** Software vendors ,External auditors

## **Health, safety & wellbeing considerations**

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

(Delete if not applicable)

- Regular use of Screen Display Equipment
- Pressure to meet important deadlines such as might be inherent in high profile projects
- Ability to occasionally travel in a timely and efficient manner between campuses

## **Person specification**

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

#### **Essential Criteria:**

- GCSE's A- C or equivalent (including Maths and English) (A)
- Strong administrative skills with attention to detail. (A)
- Excellent organisational and time management abilities. (A, I)
- Good understanding of IT asset management principles. (A, I)
- Knowledge of IT (hardware and software) risk management principles and practices. (A, I)
- Proficient in collecting, analysing, and reporting KPIs. (A, I)
- Ability to work independently and meet deadlines. (A)

- Strong communication and interpersonal skills. (A)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

**Desirable Criteria:**

- Previous experience in a similar role, preferably within a higher education institution or a large organisation. (A)
- Understanding of project management principles and methodologies. (A, I)
- Knowledge of quality standards and compliance frameworks. (A, I)
- Familiarity with software licensing agreements and compliance requirements. (A, I)

*Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage*