

## Job Description

### IT Assets Officer

<b>Salary:</b>	Grade 6
<b>Contract:</b>	Full time, ongoing
<b>Location:</b>	Canterbury Campus
<b>Responsible to:</b>	ITS Quality & Compliance Manager, or their delegate
<b>Job family:</b>	Administrative, professional and managerial

### Job purpose

The role is responsible for ensuring the effective management and compliance of IT hardware and software assets within the University's Information Services department and across the University. This role will play a key role in supporting the integrity and security of the University's endpoint IT, while ensuring compliance with relevant regulations and standards. The role will operationally oversee the delivery of staff hardware and software provisioning, related services and future enhancements.

They provide information and guidance to relevant stakeholders as necessary to ensure compliance with software usage.

Additionally, the role is responsible for maintaining relationships with University customers, third-party suppliers, and the appropriate ITS delivery team(s). Their goal is to consider the needs of all stakeholders when developing a strong software and hardware portfolio.

### 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.

- **IT Asset Management (ITAM):** In collaboration with University colleagues develop and implement comprehensive policies, processes and procedures for Hardware Asset Management (HAM), Software Asset Management (SAM) and Cloud Asset Management (CAM) including procurement, inventory tracking, deployment, maintenance, renewal, budget management and disposal. This includes overseeing delivery of the staff hardware and software provisioning service and related services, including future enhancements.
- **Compliance Monitoring:** Conduct regular audits to ensure compliance with relevant regulatory requirements, industry standards, and internal policies pertaining to IT hardware and software asset management. Co-ordinate the planning and response to external software licensing audits.
- **Documentation and Reporting:** Maintain accurate records of hardware and software budgets and assets, including device specifications, warranties, versions, licenses, and maintenance schedules through relevant tools and systems. Generate reports on asset status, utilisation, and compliance for management, regulatory purposes and strategic IT asset planning.
- **Risk Assessment and Mitigation:** Identify and assess potential risks related to IT hardware and software assets such as non-compliance with licensing, data protection legislation and IT security standards and develop institutional strategies to mitigate and manage those risks. Work with IT and Campus Security colleagues to ensure appropriate security measures are in place to protect hardware and software assets from unauthorised access, theft, or damage.

- **Supplier Management:** Collaborate with suppliers to ensure the timely delivery and optimal cost of hardware and software assets, resolve issues related to procurement and maintenance, and negotiate contracts or service level agreements, working closely with the Supplier and Contract Management Coordinator. Engage with sector wide networks and initiatives to negotiate with suppliers at a national level.
- **Continuous Improvement:** Alongside Endpoint IT regularly review and optimise the IT hardware and software asset portfolio and associated management processes and service delivery to improve efficiency, accuracy, value for money and compliance. Identify opportunities for automation and implement relevant tools or systems.
- **Stakeholder Management:** Liaise with staff and students about software and hardware requirements to inform the future IT asset management portfolio to meet institutional objectives. Advise and support colleagues regarding contractual and procedural aspects of software licensing. Develop documentation and deliver training programs to enhance awareness and understanding of IT hardware and software asset management best practices among staff and end-users.
- **Professional Development:** Keep abreast of product developments, licensing changes, new technologies and sector best practice to inform stakeholder communications and strategic plans for IT asset management.
- **Project Management:** Participate in and manage allocated specialised projects, working closely with fellow experts to understand and deliver against institutional requirements and priorities.
- **Organisational Culture:** 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 Security and Accessibility:** Striking the right balance between implementing robust security measures for hardware and software assets and ensuring accessibility for authorized users and stakeholders.
- **Compliance with Changing Regulations:** Keeping abreast of evolving regulatory requirements and industry standards, and implementing necessary changes to ensure ongoing compliance.
- **Technology Selection:** Evaluating and selecting appropriate tools and systems for hardware and software asset management, considering factors such as scalability, integration capabilities, and user-friendliness.

## Facts & figures

Insert the facts and figures associated with the job eg. size of budget, size of team, number of people managed, number of students/customers the job effects (examples not exhaustive)

## Internal & external relationships

**Internal:** Information Services department staff, including IT administrators, cyber security experts, technicians, and managers. Finance department, compliance and legal teams, end-users across various departments within the University, Campus Security.

**External:** Hardware suppliers, software suppliers, regulatory bodies and auditors. Sector interest groups such as UCISA and Jisc.

## Health, safety & wellbeing considerations

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

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

- Educated to A Level (or comparable) standard or equivalent experience (A)
- Experience in IT hardware and software asset management, including procurement, inventory tracking, and compliance. (A, I)
- Knowledge of relevant regulations and industry standards related to IT hardware and software asset management. (A, I)
- Knowledge of software licensing and common organisational license models. (e.g., Microsoft, Oracle, VMware, etc.) (A, I)
- Familiarity with hardware and software asset management tools and systems. (A, I)
- Excellent analytical and problem-solving skills, with a keen eye for detail. (A, I)
- Effective communication and interpersonal skills to collaborate with internal and external stakeholders. (A,I)
- Ability to work independently and manage multiple priorities in a fast-paced environment. (A, I)
- Strong organisational and documentation skills. (A, I)
- Ability to keep knowledge and learning updated, keeping abreast of future developments within own specialism. (I)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

### Desirable Criteria:

- Bachelor's degree in Information Technology, Computer Science, or a related field (A)
- Professional certification in ITAM or project management (e.g., ITAM Certificate, PRINCE2). (A)
- Previous experience of working in the UK Higher Education sector (A)
- Knowledge of ISO 55000 (ITAM) and ISO 19770 (Software) standards (A, I)

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