

## Job Description

### IT Assets Administrator

<b>Salary:</b>	Grade 4
<b>Contract:</b>	Full time, ongoing
<b>Location:</b>	Canterbury Campus
<b>Responsible to:</b>	IT Asset Lifecycle Manager
<b>Job family:</b>	Administrative, professional and managerial

#### Job purpose

The role is responsible for providing administrative support in various areas across the IT Asset Management (ITAM) strand within the section. Significant accountabilities, include, but not limited to, administering; asset procurement, asset management, including the Tech Shop/special orders and software licensing. This role plays a crucial part in ensuring compliance with quality standards and regulations within the IT Services 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 Procurement & Management:

- Procure assets as directed (replenishment for held stock & special orders), facilitating their provision through to end user
- Maintain accurate records of hardware and software assets via Hardware Asset Management (HAM) or Software Asset Management (SAM) system(s)
- Administrate asset tracking and inventory management processes
- Collaborate with the IT Asset Officers 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 (ITAD), 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

##### 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

## Facts & figures

Working within a team of 6, the role supports predominantly staff end point devices, including research hardware and software.

## Internal & external relationships

### Internal:

- IT Services department staff
- IT project teams
- Section Management Groups
- Internal auditors

### External:

- Suppliers
- External auditors

## Health, safety & wellbeing considerations

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

- 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
- There may be a requirement to work evenings and weekends\*

## 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)
- Familiarity with software licensing agreements and compliance requirements. (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)

- 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:**

- 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)

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

*\* While the post is primarily based on a standard working hours (weekdays, there may be an occasional requirement for weekend working and out-of-hours support to maintain critical university systems and respond to operational needs.*

*Examples of such work may include:*

- *Supporting planned maintenance or upgrades to core systems (e.g. enterprise systems, IT infrastructure, or network infrastructure) during evenings or weekends to avoid significant disruption to business operations*
- *Providing technical assistance for university events such as, but not limited to, open days, clearing activity, arrivals weekends - where IT services must remain operational*

*Flexibility is essential, and prior notice will be given where possible. Additional remuneration will be provided in line with the HR policies.*