

Post Title:	Service Asset and Configuration Manager
Grade:	7

Job Description

2.1. Purpose

The postholder will ensure that the IT assets or Configuration Items (CI's) required to deliver IT services are properly controlled and accurate, and reliable information about those CI's is accessible when and where it is needed. This information includes details of where assets are located, how those assets have been configured and the relationships between configuration items. As such, the postholder is the custodian and guardian of all assets, documentation and CIs registered within the asset and configuration management system. They will manage the processes and procedures required to maintain accuracy of the IT Asset Database and the Configuration Management Database.

2.2. Main Duties and Responsibilities

1. Develops and implements Configuration and Asset Management standards, policies and procedures.
2. Supports Key stakeholders across the IT organisation and the business to review, improve our asset management across the group so that it becomes cost effective.
3. Manages scheduled reviews of the group estate including co-ordinating hardware audit activities across our group and support scheduled and unscheduled vendor audits. Ensure that University Group is fully compliant and auditable at all times, with process evidence available upon request.
4. Ensure compliance with existing hardware and software contracts and assists with the negotiations and optimisation of new contracts. Ensure the protection and control of those licenses throughout their lifecycle.
5. Manages the population of the CMDB; owns and manages the CMDB, central libraries, tools and data integrity; ensures CMDB data is current and accurate.

6. Ensures the process by which relationships are created and updated in the CMDB, such as key IT and business services and applications to servers and databases.
7. Understands best practices and determines optimised procedures for updating CI data including the use of automated processes, discovery tools/integrations with other data sources, and manual input processes as necessary.
8. Develop and implement best practice standards, policies and procedures for planning, recording, monitoring and the maintenance of software and hardware assets.
9. Ensures that the success metrics and monitoring of Configuration Management and Asset Management processes are adhered to.
10. Accountable for report generation including configuration status, license consumption, license entitlement, warranty, and other IT asset reporting.
11. Provides coaching and conducts training for CMDB stakeholders to ensure appropriate understanding of the Configuration and Asset Management system and its relationship to Change Management and other key IT processes.
12. Supports other IT process owners and functional areas (e.g. Change Management, Problem Management, Release Management etc.)
13. Investigates industry innovations, maturity, trends, and changes regularly to plan and recommend new strategies.
14. Develops the naming conventions and standards to be used to uniquely identify object types, environments, processes, lifecycles, documentation, versions, formats, baselines, releases, and templates.
15. Works with the ITSM transformation Programme to raise awareness and win support for new Configuration and Asset Management procedures; ensures that changes to the Configuration and Asset Management methods and processes are properly approved and communicated to staff before being implemented; plans, publicises and oversees implementation of new/updated Configuration and Asset Management systems.

AND such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

2.3. Supervision Received

Line management is from the Section Leader or Team Leader.

2.4. Supervision Given

None.

2.5. Contacts

- IT Services staff, including Executive Team.
- University Group Leadership Team.
- Staff and students in other Schools / Support Areas of the University Group.
- External Suppliers and other education institutions.

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
Education & Qualifications	<ul style="list-style-type: none"> <input type="checkbox"/> Educated to degree level in a relevant discipline with a professional qualification or substantial experience in Service Management notably SACM. 	<ul style="list-style-type: none"> <input type="checkbox"/> Postgraduate or professional qualification in a relevant discipline, or chartered member. <input type="checkbox"/> ITIL V3 Service Transition or ITIL v2 Practitioner or ITIL RCV capability certificate or equivalent
Knowledge & Experience	<ul style="list-style-type: none"> • Proven experience in Service Management and substantial time as Process Owner. • Demonstrable experience of successfully managing hardware, software assets, ensuring that each asset is identifiable, recorded and audited with clear understanding and transparency around purchase costs and depreciation models. • Experience in creating and managing a Configuration Management System. • Experience of delivery in a complex multi-vendor supply chain with a mix of internally and externally sourced service provision. • A wide understanding of operational requirements e.g. business continuity, seasonal periods and scheduling. • In depth experience of all aspects of IT services delivery. 	<ul style="list-style-type: none"> • Understanding of Previous experience working in Higher Education or the Public Sector
Interpersonal Skills	<ul style="list-style-type: none"> • Effective communication and interpersonal skills needed for liaison with others, at all levels within the University, and externally. 	<ul style="list-style-type: none"> <input type="checkbox"/> Ability to create and deliver presentations to people at all levels within the University

	<ul style="list-style-type: none"> • Good oral communication skills. • Structured and disciplined with attention to detail. • Ability to impart detailed knowledge to colleagues and other contacts. • Ability to write clear and concise documents. • Ability to plan, organise effectively and deliver results on time. • Able to use a sensible and pragmatic approach 	
<i>Job-related Skills, Abilities & Competencies</i>	<ul style="list-style-type: none"> • Proven analytical, planning and execution skills. • Proven leadership and management skills with the ability to develop, communicate and inspire staff. • Takes accountability and has strong sense of ownership. • Results oriented and a commitment to a high-quality customer service • Ability to build and maintain broad network of business relationships. • Knowledge of customer behaviours, needs and expectations. • Ability to lead a team/discipline to quickly resolve complex problems in the provision of IT services. • Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support. 	<ul style="list-style-type: none"> • A blend of business, IT, financial and communication skills. • Understanding business organisation, politics and culture.
<i>Other Requirements</i>	<ul style="list-style-type: none"> • A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required. • An appreciation of other cultures; the global reach of the University and its international agenda. • Ability to work flexibly and extended hours by agreement to meet tight, 	

	fixed deadlines or as required by service imperatives.	
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