

Post Title:	Stock - Support Analyst
Grade:	5

JOB DESCRIPTION

2.1 Purpose

The purpose of the Stock – Support Analyst is to ensure IT assets required to deliver IT services are properly controlled, accurate, and information in relation to Configuration Items (CI's) are accessible. Working closely with the Service Asset & Configuration Manager, the role will ensure that stock is maintained, new kit is ordered when required and that financial management is understood when ordering of new kit. You will be required to understand availability of space across sites to ensure that planning for kit to be stored flows smoothly.

2.2 Main Duties and Responsibilities

1. Assists the Service Asset & Configuration Manager to review and improve the University Groups' asset management to ensure cost efficiencies through economies of scale.
2. Responsible for inventory management to ensure recording, monitoring, ordering and the maintenance of software and hardware.
3. Undertakes 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. Assists with existing hardware and software contracts, undertakes reviews to ensure the protection and control of assets throughout their lifecycle.
5. Monitors auditable data and is involved with the population of the CMDB to ensure CMDB data is current and accurate
6. Follows best practices and determines optimized procedures for updating CI data including the use of automated processes, discovery tools/integrations with other data sources, and manual input processes as necessary.
7. Responsible for undertaking report generation including configuration status, license consumption, license entitlement, warranty, and other IT asset reporting.
8. Monitors stock levels to ensure they are maintained and accurately managed ensuring that when new kit is required, the process is followed to ensure no single point of failure

9. Monitors expenditure to ensure that equipment ordered is within budget. Provides financial information on equipment spend as required.
10. Liaises with portfolio analysts around planning delivery of kit for future work. Engages with project teams to ensure adequate stock is in situ to meet project/operational requirements.
11. Undertake reviews with 3rd party suppliers in relation to existing kit queries or potential maintenance related issues
12. Works with colleagues to manage space utilisation to match ITS requirements for local storage of kit.

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

Service Asset & Configuration Manager

2.4 Supervision Given

None

2.5 Contacts

IT Services staff.

Staff and students in other Faculties/Schools/Services of the University.

External suppliers and other education institutions.

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
<i>Education/Qualifications</i>	<ul style="list-style-type: none"> • Educated to HND level in a relevant discipline with a professional qualification or substantial experience in related field in lieu of the above. 	<ul style="list-style-type: none"> • Degree or formal qualification in a relevant discipline. • ITIL V3 Foundation
<i>Experience (Paid and Unpaid)</i>	<ul style="list-style-type: none"> • Proven experience in Service Management lifecycle. • Experience of successfully managing ITS related stock • Experience in maintaining 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 • Experience of all aspects of IT services delivery 	<ul style="list-style-type: none"> • Previous experience working in Higher Education or the Public Sector •
<i>Job-related skills/ Aptitudes</i>	<ul style="list-style-type: none"> • Takes responsibility and has a sense of ownership. • Results oriented and a commitment to a high-quality customer service • Knowledge of customer behaviours, needs and expectations. • Ability to work with colleagues to quickly resolve 	

	complex problems in the provision of IT services.	
<i>Interpersonal Skills</i>	<p>Results oriented, adaptive and decisive.</p> <ul style="list-style-type: none"> • Can resolve conflicts and problems • Ability to work collaboratively within a team • Proven communication, and presentation skills. • Creative and innovative thinking. 	
<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. 	