

## IT Asset & Configuration Manager in IT Services (Directorate of Infrastructure)



Contents:

Brief summary of the role.....	3
Main purpose of the role .....	4
Main duties and responsibilities .....	4
Role holder: essential and desirable attributes .....	6
Qualifications .....	6
Experience, skills, and knowledge .....	6
Personal attributes .....	7
Information about the University of Bradford.....	8
Values .....	8
Equality, Diversity, and Inclusion (EDI) .....	8
Training .....	9
Health, safety, and wellbeing.....	9
Information governance .....	9
Criminal record disclosures and working with vulnerable groups.....	10
University policies and procedures .....	10

## Brief summary of the role

Role title:	IT Asset & Configuration Manager
Grade:	8
Vacancy reference:	
Faculty or Directorate:	Directorate of Infrastructure
Service or Department:	IT Services
Location:	On campus
Reports to:	IT Service Desk Manager
Responsible for:	Purchasing and Procurement Administrator x 1 Licensing Asset & Configuration Analyst x 1
Work pattern:	36.25 hours per week, Monday to Friday (core hours)
Specific notable requirements for the role:	
Possible adjustments:	We are open to any request for adjustments to support your needs for training and mentoring which would enable you to succeed in this role

## Main purpose of the role

The role will work with University stakeholders as the principal liaison for the delivery of IT hardware and software assets. Responsible for full inventory of all assets and management and their allocation across the University. Responsible for co-ordination of changes to IT systems and their impact upon the assets and their configuration.

## Main duties and responsibilities

**Note:** The list below may vary to include other reasonable requests (as directed by University management) which do not change the general character of the job or the level of responsibility entailed.

1. Manage the IT Asset Management Repository and all elements of the asset lifecycle.
2. Manage and oversee the ordering of all IT hardware and software requested via Service Now.
3. Line management of the Purchasing and Procurement Administrator and the Asset Recovery Champion.
4. Represent the University at external and internal events relating to hardware and software.
5. Liaise directly with suppliers to obtain best value and maximise the efficacy of IT spending.
6. Work with the Associate Director to review spend and input to budget forecasting.
7. Review hardware inventory reports to validate the Discovery data against physical spot checks.
8. Manage relationship with Faculty Business Managers to ensure that appropriate responses are in place for declined requests.
9. Review requests to retire hardware and determine whether hardware can be re-used or if it should be disposed of or returned to vendor.
10. Ensure that newly procured assets are successfully added to the IT Asset Management Repository and where applicable Configuration Item's are also generated in the Configuration Management Database.
11. Undertake verification and audit activities to assure the accuracy of the CMDB, reporting the results to the IT Service Manager.



12. Design changes to the structure of the configuration management system, including Configuration Item types, naming conventions, attributes and relationships.
13. Configure, produce and analyse reports related to the Configuration Management Database data to support other operational processes.
14. Investigate and Escalate to IT Service Delivery Manager any unauthorised Configuration Item changes or alterations to environment not reflected in CMDB.
15. Ensure that all changes to services are recorded, evaluated, authorised prioritised, planned, tested, implemented, documented and reviewed in a controlled manner.
16. Chair the Change Advisory Board (CAB) meetings and lessons learnt meetings for failed or partially successful changes.
17. Maintain the descriptions of standard changes, together with relevant technical experts.
18. Review the change records in regular intervals, to identify trends or non-conformities.
19. Oversee change records and review periodically to ensure they are complete and up-to-date at any time from recording the request for Change to completion of the post implementation review.
20. Maintain a change schedule and inform stakeholders of any changes that could impact their business operations.
21. Manage Requests and changes where Service Level Agreements are in danger of being breached.
22. Ensure that change requestors identify affected Configuration Items and where applicable, propose changes to Configuration Items as part of the Change process.
23. Manage the asset disposal process and work with the chosen supplier to ensure secure disposal of equipment and recover value form assets disposed of.
24. Track and report on hardware assets.
25. Approve proposed changes to Configuration Items under change control in the Configuration Management Database following successful implementation of a Change.
26. To support University-wide events and initiatives pertaining to the student journey, including, but not limited to, open days, applicant visit days, clearing, induction and enrolment, careers fairs, transition activity and graduation. This may involve occasional working on weekends or evenings.

## Role holder: essential and desirable attributes

### Qualifications

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Degree and/or professional qualification in IT subject or appropriate level of work experience</li> <li>• ITIL accreditation (For internal candidates appropriate equivalent experience will be considered).</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Insert a list of the desirable qualifications of the role holder</li> </ul>

### Experience, skills, and knowledge

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Extensive experience of ITIL Change Management</li> <li>• Extensive experience of ITIL Asset Management Extensive experience of ITIL Configuration Management</li> <li>• Experience of working across the full service delivery life cycle Excellent written, oral and communication skills</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Experience of designing training packages</li> </ul>

## Personal attributes

<b>Essential</b>	<ul style="list-style-type: none"><li>• A clear commitment to help drive University wide customer experience, improving agreed service level agreements (SLA's) and key performance indicators (KPI's)</li><li>• High level of self-motivation and enthusiasm.</li><li>• Ability to develop rapport and positive relationships with people at all levels</li></ul>
<b>Desirable</b>	<ul style="list-style-type: none"><li>• None</li></ul>

## Information about the University of Bradford

### Values

We will be an organisation that embodies our values in everything we do. These values are:

- **Excellence** is at the heart of everything we do.
- **Trust** is the foundation of our relationships, underpinned by integrity in everything we do.
- We give invention light and celebrate creativity and **innovation**.
- **Inclusion** - diversity is a source of strength and must be understood, valued, supported, and leveraged.

Embedding these values across the University will shape our culture and drive our performance.

It is the responsibility of every employee to uphold the University values.

### Equality, Diversity, and Inclusion (EDI)

The University of Bradford is widely recognised as an Equality, Diversity, and Inclusion (EDI) leading institution.

Our EDI vision is to bring about, and be recognised as an exemplar of transformational diversity, inclusion, and social mobility and emphasise the critical role of leadership in embedding intersectional EDI in order to make our diversity count and deliver impact.

It is the responsibility of every employee to act in ways that support equality, diversity, and inclusivity and to work within the spirit and detail of the law, including the Equality Act 2010 and the Human Rights Act 1998.

The University provides a range of services and employment opportunities for a diverse population. Employees will treat all students and colleagues with dignity and respect irrespective of their background.

Employees are responsible for ensuring the University develops a culture that promotes equality, values diversity, and supports inclusivity. This responsibility includes services and functions the University provides and commissions, to students, colleagues, partners in other organisations, visitors, and members of the public.



## Training

Employees must complete any training that is identified as mandatory to their role. Training should be accessed locally by agreement with line managers and through the University's People and Organisational Development Service.

Mandatory training must be completed on commencement of the role, without delay.

## Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. It is also the responsibility of all employees, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

All employees have a duty to report any practice that you consider compromises standards of health and safety and risk. The Code of Practice on Public Interest Disclosure (Whistleblowing) details the process and advises on the protection from unfair treatment for an individual who raises such concerns.

Employees are required to co-operate with management to enable the University to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the University's undertakings.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students. As part of this you will need to ensure you are familiar with any relevant Health and Safety policies and procedures; seeking advice from the Central University Health and Safety team as appropriate.

## Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University. This may be in paper, electronic, or other formats.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

This means that employees are required to uphold the confidentiality of all data, information and records and to ensure they are recorded to appropriate data standards and

to the relevant electronic system or manual filing system in order to maintain their accessibility and integrity.

To support these requirements all employees must adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security at all times.

Additionally, employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

All employees will be given the necessary training to enable them to adhere to these requirements.

## Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, your role may be exempt from the provisions normally afforded to individuals under the Rehabilitation of Offenders Act 1974. In these circumstances, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) and, in certain circumstances, the Police Act 1997.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

During the course of your employment, you must notify your line manager if you are charged with a criminal offence (excluding motoring fixed-penalty convictions). Failure to notify the University of a criminal conviction could lead to withdrawal of a job offer where employment has not commenced, or disciplinary action for employees in post. All employees of the University who have contact with children, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and procedures and the Safeguarding Vulnerable Groups Act 2006. Where appropriate, employees will be given the necessary training to enable them to adhere to these requirements.

## University policies and procedures

The University operates a range of policies, procedures and formal guidance (available on the University intranet and ServiceNow). All employees must observe and adhere to the provisions outlined in these documents.