

IT Assets Officer

Job Ref: REQ260489

Job Description

Job Family and Grade: Technical Services Grade 5

Job Purpose

Responsible for the day-to-day operations of the University's IT Asset service. Operational supervision of the team, prioritising and managing workload to ensure that the correct equipment is supplied for staff and students to ensure that the research, operational and teaching requirements are met in an efficient and cost-effective manner.

Job Duties

Provide operational supervision for the 2 x TE3 IT Deployment Assistants, ensuring that they are trained and familiar with processes, their work is co-ordinated and planned and they have a point of escalation. This includes the allocation and monitoring of tasks.

- Manage the workload for the service to ensure that tickets are progressed in line with the agreed service timescales and colleagues are informed of progress on tickets.
- Act as a point of escalation and liaison for the team and colleagues across the University for non-standard requirements or in case of issues.
- Assess requirements and using experience and in-depth technical knowledge, as well as a strong understanding of financial operating environments decide on the best technical solution whilst ensuring best value.
- Liaise with suppliers to develop specifications to meet complex technical requirements, agree pricing, raise purchase order requests and track and manage the supply chain for equipment from suppliers.
- Manage and maintain the stock levels for IT equipment and peripherals to ensure that the appropriate stock levels are maintained to ensure that requirements are met in a timely and cost-effective manner whilst not maintaining excessive stock levels.
- Carry out kit allocation, installation, collection and disposal.
- Support the Service Improvement Manager in forecasting demand and support budget development and planning with senior managers.
- Ensure that processes are developed, maintained and communicated to ensure a culture of continual service improvements in the Asset Service. To ensure that the asset team collect, evaluate, reallocate or dispose of via approved methods any items that are no longer required by end users, to maximise value for the University and manage costs.
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- Record all relevant details in asset repositories, update financial information such as goods receipting and recharge information and maintain that information throughout the asset lifecycle.
- Support project work by planning installation of equipment and configuring devices including adapting and defining processes to meet specific needs of the project.

- Undertake other defined, regular tasks to agreed procedures
- Become familiar with relevant University IT-related procedures and policies (acceptable use, data protection, purchasing etc.).
- Author documentation as required in support of IT services - this could be procedures or end user documentation.
- Assist in general customer support activities as needed, answering telephone and email enquiries, using the Service Desk system to track queries.
- Undertake various other tasks on an occasional basis at the request of more senior staff in the department, and to a level commensurate with training, knowledge, grade and skills.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility outlined in the document.

Organisational Responsibility

Reports to the: Service Improvement Manager

Direct Reports: No direct reports but operational and day to day supervision of two TE3 staff.

Budget Responsibilities: Responsible for the operational management of the University asset budget, tracking spend and progress against budget to allow Senior Managers and Finance to maintain forecasts.

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

1 – Criteria measured within the Application

2 - Criteria measured at Interview

Essential Criteria

Area	Criteria	Stage
Experience	Substantial experience of providing IT asset services in a managed support environment.	1, 2
	Substantial experience of installing, testing and commissioning of equipment and related technologies	1, 2
	Experience of supporting end users in a work environment.	1, 2
	Experience of supervising the workload of others and directing their work.	1, 2
	Experience of operational management	1, 2
	Experience of stock control and asset management best practice.	1, 2
	Demonstrates understanding of key IT-related policies and procedures (e.g., acceptable use, data protection, health and safety, and procurement) and effectively advises colleagues and end users accordingly.	2
Skills and abilities	Able to manage the workload of staff and provide day to day supervision.	2
	Able to develop documentation and processes.	1, 2
	Has good inter-personal skills. Is well organised and practical, with a logical, analytical approach to problem solving. Pays careful, close attention to detail.	2
	Excellent IT troubleshooting and fault diagnosis skills in a work environment.	1, 2
	Is skilled in installing IT systems.	1, 2
	Has good oral communication skills and takes an analytical approach to problem solving.	2
	In depth knowledge of Mac and PC hardware and related peripherals used in a work environment.	1, 2
	In depth knowledge of system software which controls activities such as input, output dynamic resource allocation, and error reporting within the operation or a computer configuration.	1,2
	In depth working knowledge of IT applications and service processes used within own organisation.	2
Qualifications	Educated to "A" level or equivalent relevant experience.	1

Other	Ability to undertake various other tasks on an occasional basis at the request of more senior staff in the department, and to a level commensurate with training, knowledge, grade and skills.	1, 2
	Demonstrate an ability to behave in a way that adheres to equitable and inclusive working practices, while respecting diversity of thought and supporting freedom of speech and expression.	1,2
	Must have a full UK driving licence with no endorsements	1, 2

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We strive to create a culture that supports equity and celebrates diversity throughout the campus. The University holds a [Bronze Athena SWAN award](#) which recognises the importance of support for women at all stages of their career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.