Job Description

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| **Job Title** | Asset and Configuration Analyst |
| **Grade** | PO6 |
| **Reporting To** | Service Management and Performance Manager |
| **JD Ref** | CSTRAT0085P |

Purpose

You will ensure that accurate information on all IT assets and service configuration is available when and where it is needed. They will also manage the lifecycle of those assets, to control costs, maximise value, meet regulatory / contractual requirements, and support the strategic aims of the Council.

Main Duties And Responsibilities

1. Define scope, policies, and supplier strategies, for assets and configuration management.
2. Build policy & guidance in conjunction with finance dept.
3. Define, populate, and maintain an asset register.
4. Ensure integration between the asset register and configuration management database.
5. Define, populate, and maintain the configuration management database.
6. Participate in the transition of services from project to a live state.
7. Assist in optimisation of IT assets and services.
8. Carry out audits on IT assets, related media, and conformity (particularly with regulation and license agreements) to verify state.
9. Manage the storage facilities for physical IT assets.
10. Control asset and configuration item lifecycle management in collaboration with other practices.
11. Regulate cloud assets in Azure and assist Azure cost and billing analysis.
12. Where issues or errors are found, drive corrective and preventative improvements.

Role Specific Knowledge, Experience And Skills

**Qualifications:**

* Attainment of, or agree to work towards completion of, ITIL v4 Foundation certificate.

**Knowledge & Skills:**

* Excellent listening and customer service skills.
* Diligent in understanding and processing detailed data.
* Understanding of professional etiquette.
* Demonstrable understanding of IT service functions and structures.
* Effective communication capability in all forms.
* Able to lead a group of people you do not directly manage to complete tasks in a productive manner.
* Able to plan, structure, and appropriately prioritise tasks.
* Diligence is essential so both IT and Council department requirements are accurately assessed.
* Ability to collaborate well with others.
* Pattern and trend analysis capabilities, to ensure ongoing, underlying issues are recognised and dealt with.
* Must be able to find effective and appropriate solutions through problem-solving.
* Capable of handling escalations, even in difficult circumstances.
* Ability to work to deadlines in a demanding environment.
* ***Desirable –*** *Use of incident and request management logging systems.*
* ***Desirable –*** *Demonstrable project management skills.*
* ***Desirable –*** *Ability to monitor service performance and understand KPIs.*

**Experience:**

* Negotiation with Council service owners, their suppliers, and IT product owners.
* Assessing the business impact of individual and common service incidents and setting customer expectation.
* Managing own and supporting with the management of team workloads in line with service level agreements and targets.
* Project management methodology in any environment – both waterfall method and Agile.
* Providing excellent customer service either interdepartmental, business to business, or direct service to customer capacity.
* ***Desirable*** *- Proven experience of representing a department or service.*

Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

**Health & Safety Considerations:**

* Work with VDUs (Video Display Unit) (>5hrs per week)
* Working nights
* Lone working

Approved By: PETE MOULTON (HEAD OF ICT)

Date Of Approval: 15/02/2024