

Role Definition

Job Title: IT Software and Asset Manager

Reporting to: Head of Service Delivery ultimately to the Head of Technology

This role takes responsibility for developing and maintaining an accurate record of all hardware assets across the estate and manages the view of software license grants and usage ensuring compliance and reporting misuse or anomalies.

Responsibilities

- Manage global asset registers of hardware and software across the enterprise
- Active reporting, analysis and action based on report outcomes
- Identify and implement appropriate reporting and control activities to ensure hardware assets are maintained and software license grants are used within the terms of use
- Build reporting and strategies that ensure the maintenance of hardware assets within the enterprise
- Maintain a SAM & HAM risk register and be proactive in helping all stakeholders identify, analyse, mitigate, and escalate software and hardware related risks
- Define and implement internal audit and reconciliation strategies, respond to and manage potential external audits and work with 3rd party resellers to ensure that IT is compliant with the T&Cs of its software assets
- Assist procurement team in managing global procurement activities as it pertains to key hardware and software assets
- Maintain knowledge of and compliance with F+P procedures and standards
- Proactively identify and implement continual improvement opportunities

Qualities and Skills required

Essential

- Knowledge and experience in building reporting and analytics
- Excellent attention to detail and organisational skills
- Experience using a workflow management tool or call logging system
- Proven experience in a relevant IT environment
- Good awareness and experience of IT hardware, software and services and IT suppliers
- Able to manage and prioritise tasks and time efficiently
- Able to manage sensitive and sometimes confidential information
- Excellent written and verbal communication skills – articulate and diplomatic manner
- Legally able to work in the country in which the position is based
- Self-motivated and able to take responsibility
- Able to demonstrate initiative and a proactive approach to daily tasks
- Flexible attitude
- Resilient to cope with conflicting demands, able to prioritise duties and work effectively under pressure while remaining calm and professional at all times

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.

January 2023