

**JOB DESCRIPTION**

**Job Title:** ITAM Specialist

**School:** IT Services

**Grade:** G

**Campus:** Primarily work from home with all campus visits as required

**Responsible to:** Head of Service Management

**Liaison with:** Staff, students and external organisations as required

**Never Not Moving Forward**

Build your career, follow your passion, be inspired by our environment of success.

#BeTheChange

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London is underway with its transformational 10-year Vision 2028 strategic plan led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

As one of the most socially inclusive and international universities and comprising one of the most diverse staff populations in the UK (50% of our professoriate identify from black or minority ethnic backgrounds), we are hugely proud of our track record in reducing inequalities (ranked 1st in the UK & 2nd globally, Times Higher Education Global Impact Rankings, 2020) and our commitment to equality, diversity and inclusion is at the heart of Vision 2028.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of universities to have achieved the Race Equality Charter Award, we continue on our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive, and performance-focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals who have a passion to make a positive difference to people and planet, creating a more sustainable future for everyone.

**THE DEPARTMENT:**

UEL (University of East London) IT Services is a centralized resource working collaboratively with the university community to transform UEL’s digital landscape in line with the university’s Vision 2028 strategic plan. Engaging in ground-breaking initiatives delivered within a dynamically developing cloud environment, IT Services work closely with staff, students, partners, and other key stakeholders to identify technological enhancements to our learning and working environments. We implement, develop, and provide support for systems and services within the university’s IT Service Portfolio.

**JOB PURPOSE:**

The ITAM Specialist is a new role which will report directly to the Head of Service Management and will be responsible for the safeguarding and compliance of all hardware and software assets managed or overseen by IT Services, ensuring the assets, associated documentation, and CIs are properly registered in our CMDB. They will oversee the processes and procedures required to keep the IT Asset Databases and the CMDB accurate and strive for continual improvement of Asset & Configuration Management as a whole.

This is primarily an operational role with strong collaborative ties with project and BAU teams, as well as stakeholder engagement. The ITAM Specialist role is also responsible for the day-to-day operation of Identity Management systems, to ensure the timely creation of new identities, management of existing identities, and removal as part of the user lifecycle.

This is a service management expert role requiring a deep understanding of the terms and conditions relating to the licensing and use of software applications and SaaS services, as well as a knowledge of Identity Management from an operational perspective.

**MAIN DUTIES AND RESPONSIBILITIES**

**Ownership & Accountability:**

* Design, deliver and operate systems to record and monitor university ‘software’ assets including SaaS services provisioned by IT Services as well as ‘grey IT’ provisioned by schools and services, taking responsibility to ensure UEL remains compliant with licence requirements.
* Design deliver and operate systems to record and manage IT Services managed and supported hardware assets throughout their lifecycle.
* To manage scheduled reviews of the hardware and software estate, co-ordinating any audit activities required to ensure the university is fully compliant at all times. The role holder will be required to support scheduled and unscheduled vendor audits.
* To own and manage the inventory of CIs and assets, (including dependencies and attributes), making sure that modifications, withdrawals, and additions are correctly recorded by the relevant IT teams.
* To ensure that purchases of software and hardware assets are carried out within purchasing processes and financial regulations.

**Best Practice, Methods & Tools:**

* Research, recommend, and implement a software asset management tool and be responsible for its maintenance and day-to-day upkeep.
* Have a meticulous attitude towards problem-solving and record keeping.
* In collaboration with Frontline Services staff, lead on the development of our CMDB ensuring the processes and procedures are in place to manage and maintain this function.
* Assist in Identifying Identity Management solutions for all IT account holders with a view to ensuring that licences are allocated appropriately and according to need.
* Consult and advise project teams, management, and other stakeholders on licensing requirements for new and existing applications and be a subject matter expert on the terms and conditions under which software (and SaaS) assets operate.
* Investigate industry innovations, maturity, trends, and changes regularly to plan and recommend new strategies.

**Communications:**

* Be an advocate of a secure corporate environment and promote a proactive security culture utilising a range of communication tools and techniques to ensure your message is heard and understood by both staff and students.
* Possess excellent report writing skills, with competencies in Excel and PowerPoint.
* Support other process owners (e.g., Change, Problem, Release) with information / guidance / actions appropriate to the area of specialism.

**Quality Control, Monitoring & Review:**

* Be available to respond to incidents and major incidents during all times, and to be ready to be a key participant in major incidents connected to licensing, identity or access.
* Undertake regular reviews of UEL’s licence Management position, making recommendations to senior officers for change in UEL’s procedures, processes and policy.
* Undertake regular reviews of UEL’s Identity Management position, making recommendations to senior officers for change in UEL’s procedures, processes and policy.
* Be responsible for the quality review of IT Services ID access management in collaboration with business colleagues working with both student facing and staff facing systems. Provide advice, guidance and instruction on process setup and change.

**Incident response & Reporting:**

* Provide reporting, presentation material and access incident monitoring as required, making use of the departmental reporting function.
* Provide internal and external audit support.

**Other:**

* Engage in personal continuing professional development, keeping in touch with impending changes in the law and best practice, both within the Higher Education sector and externally.
* Undertake any other reasonable duties as defined by the Head of Service Management.

**PERSON SPECIFICATION**

**EDUCATION QUALIFICATIONS AND ACHIEVEMENTS**

**Essential criteria:**

* A degree or equivalent qualification in a relevant subject, and/or significant relevant experience in an Asset Management position (A/C)
* 5+ years subject matter expertise with an Active Directory technology (A/I)

**Desirable criteria:**

* IAITAM Certification, such as CHAMP, CSAM, and CITAM (C)
* A desire to own and develop a service as a self-starter(I)
* ITIL foundation certificate (C)

**KNOWLEDGE & EXPERIENCE**

**Essential criteria:**

* Extensive experience in the management of software / hardware IT assets including licence and contract management (A/I)
* Strong knowledge of IT Service Management processes, as well as experience with Discovery tools (I)
* Experience of drafting formal documents including business reports, presentations, and guidance documents for internal and external consumption (I)
* Familiarity with Microsoft Azure and Azure Active Directory, as well as Azure Security Centre and associated monitoring and management capabilities (I)
* Knowledge and experience in the use of project management tools and techniques (I)

**PLANNING & ORGANISING**

**Essential criteria:**

* Ability to develop plans accommodating a lack of certainty, to account for external factors that could affect access management (I)
* Excellent attention to detail and adherence to processes (I)
* Methodical, calm, and clear thinking under pressure and able to respond positively to a changing environment (I)

**COMMUNICATION**

**Essential Criteria:**

* A professional customer-centric approach to develop and foster good working relationships with stakeholders at all levels including the ability to question others effectively in order to understand or influence their views (I)
* Ability to prepare, articulate and present data in plain English for audiences of varying technical capability (I)
* Ability to communicate both informally and formally explaining complex ideas with clarity, able to adjust the message to suit the audience (I)
* Ability to deliver appropriate levels of written documentation concisely and clearly and to coach others in this skill (I)

**INITIATIVE & PROBLEM SOLVING**

**Essential Criteria:**

* Experience of using initiative and creativity to resolve problems, identifying practical and suitable solutions (I)
* Must be able to work independently and possess analytical processing skills applied to a range of problems, providing quick, thoughtful, and accurate responses to all ID, access, and licensing related incidents (I)

**TEAM WORKING / LEADERSHIP SKILLS**

* Lead on the recruitment of and then the line management of the members of the ITAM team as this service expands, ensuring their development within their role is assured (I)

**OTHER ESSENTIAL CRITERIA**

* Commitment to, and understanding of, equal opportunity issues within a diverse and multi-cultural environment (I)
* Commitment to building and ensuring a good reputation for UEL in all aspects of IT Services business with both internal and external clients (I)

**Criteria tested by Key:**

A = Application

I = Interview

C = Certification