



## 1 Advertisement

**Post Title:** ITAM Engineer

**School/department:** IT Services

**Hours:** Full time

Requests for flexible working options will be considered (subject to business need).

**Contract** Permanent

**Reference:** 8607

**Salary:** starting at £34,304 to £40,927 per annum, pro rata if part time

**Placed on:** 31 May 2022

**Closing date:** 23 June 2022. Applications must be received by midnight of the closing date.

**Expected Interview date:** To be confirmed

**Expected start date:** As soon as possible

The University of Sussex is a leading academic institution nestled in the beautiful South Downs, on the outskirts of Brighton. With staff and students from over 100 countries, we are a diverse and innovative environment, and one of the highest performing universities in the world. We are also a major local employer, with a revenue of over £320m per year and over 3,000 employees.

Led by an award-winning Chief Digital Transformation Officer and inspirational leadership team, we are now embarking on an ambitious programme of transformational change. Over the coming years, this digital transition will be an ever-developing programme supported by senior stakeholders both financially and strategically. Put simply, whilst we are already a highly successful organisation and business, the University will be a very different world in years to come and achieve levels of performance and digital delivery as yet unseen in the sector. All of this is underpinned by major construction and estate renewal, an exciting programme of work to add thousands of accommodation spaces, and a network replacement project to install the latest digital infrastructure as part of the journey towards a fully data-enabled organisation.

We are moving to an agile world and need to take the organisation on the same journey; to be sector leading and to deliver a model of digital delivery fit for the coming years. As this programme gains momentum, we need more people to join us as we unpick our challenges and legacy systems and move towards meeting our potential.

As an ITAM Engineer you will be a member of the newly formed IT Asset Management (ITAM) team. The team responsibilities include procurement guidance, software packaging and operating system deployment and full life cycle management of IT assets. The team will also contribute to the development and continuous improvement of the ITAM life cycle processes and related policies.

In this role you will support the day to day operation, security and delivery of software and hardware services. Furthermore, you will provide expert advice and insight within relevant specialist area to help to address problems, make recommendations and propose improvements to maximise efficiency and effectiveness.

Not only do we offer flexible and remote working, a vibrant atmosphere, use of our incredible facilities, benefits, and an amazing pension; but we are offering the opportunity to be part of a transformation that will see us set the benchmark for a model of digital delivery in the HE sector.

Please contact Mark Wilson, [mlw31@sussex.ac.uk](mailto:mlw31@sussex.ac.uk) for informal enquiries.

For full details and how to apply see our [vacancies page](#)

*The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.*

## **2. The School / Division**

IT Services delivers a wide range of digital services to users across our Campus and beyond. Our Chief Digital Transformation Officer, Jason Oliver, is now tasked with shaping the strategic initiatives and strategies that will secure a successful and sustainable future for the institution, where digital technology and mobile platforms will increasingly transcend physical and geographical boundaries providing opportunities for the transformation of our students' and staff lives. Prior to joining Sussex he undertook similar advancements at the Science Museum Group and the Royal Opera House, where he built sector-leading teams and delivered a large-scale transformation agendas resulting in step-changes in organisational culture.

IT Services is organised into four main teams, delivering services through an evolving agile service management and delivery model:

The **Digital Engagement** team are primary changes agents working to transform our business processes and systems, to nurture the relationships between IT Services and its stakeholders, and helping us to understand and develop the ambitions for our use of digital technologies in education, research, student services and university administration.

The **Strategy and Architecture** team ensure our strategies, technologies, security and standards support our digital aspirations whilst planning the replacement, upgrades and improvements to our technologies and systems, ensuring that they are aligned and prioritised around the University's strategic plans and objectives.

The **Infrastructure** team work to define, modernise and automate our underlying platforms and network ensuring that they are optimised to meet the needs of the diverse communities across the University, to continue our journey to the cloud and to advance our approaches to ubiquitous connectivity across our campus.

The **Operations** team work across the research, teaching, professional services and student groups to manage our product areas, develop and integrate our platforms and applications, and support our communities to ensure outstanding service provision across the operational activity of IT Services.

### 3. Job Description

Job Description for the post of: ITAM Engineer

**Department:** Operations  
**Section/Unit/School:** IT Services  
**Location:** Shawcross, University of Sussex  
**Grade:** 7  
**Responsible to:** IT Asset & Licensing Manager  
**Responsible for:** n/a

#### Role Description

A member of the IT Asset Management (ITAM) team. The team are responsible for lifecycle management of all IT hardware, software, and service agreements. These responsibilities include procurement guidance, deployment, in-service tracking, and end of life procedures of all goods and services that IT Services manage on behalf of the University.

The ITAM Engineer supports the day to day operation, security and delivery of software and hardware services.

Provide expert advice and insight within relevant specialist area to help to address problems, make recommendations and propose improvements to maximise efficiency and effectiveness.

#### Principal Accountabilities

1	Provide objective and expert information, advice and guidance for managers within the organisation on improvements to services and activities related to a specific area of expertise.
2	Assess queries and potential issues, identifying options and recommending solutions, liaising closely with relevant operational teams.
3	Support the implementation of improvement solutions through planning and project management.
4	Work in partnership with other key stakeholders to ensure seamless service.
5	Review, renew and manage software assets for the University. Work with vendors, resellers and frameworks within provided guidance boundaries.

6	Supervise and mentor junior colleagues as required.
7	Deputise for the IT Asset & Licensing Manager as required from time to time.

1	<p><b>Key Responsibilities</b></p> <p>1.1 Develop and maintain effective relationships across the organisation to engender confidence and trust in the advice provided at all stakeholder levels.</p> <p>1.2 Provide advice to managers on best practice based on regularly updated knowledge within own area of expertise.</p> <p>1.3 Through close collaboration with the relevant management team, identify and document the specific issue or query to be investigated. Provide coaching and guidance at leadership level to help to articulate and research the problem or issue presented</p> <p>1.4 Monitor and analyse Key Performance Indicators, to assist in the identification of risks, errors, problems and improvement opportunities.</p> <p>1.5 Identify options and make recommendations to address or improve problem areas.</p> <p>1.6 Provide expertise and support in understanding the impact of the recommended action and help to build plans for implementation.</p> <p>1.7 Support managers within the relevant area on the production and maintenance of project plans for solution implementation and ensure that these are shared with key stakeholders.</p> <p>1.8 Lead the design and delivery of support materials for implementation plans where appropriate.</p> <p>1.9 Where required, deliver coaching and training to develop capabilities in line with required improvements.</p> <p>1.10 Work closely with relevant teams across the organisation encouraging sharing of best practice and collaboration in improving processes and procedures.</p> <p>1.11 To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.</p>
<b>Role Specific Responsibilities</b>	
2	Configures desktop hardware, software and other equipment and tests platform-specific versions of one or more desktop products.
3	Comply with guidance designed to ensure the University maintains compliance with licensing laws and contractual agreements with software houses and vendors.
4	Monitors supplier performance data and investigates issues. Engages proactively and collaboratively with suppliers to resolve incidents, problems or unsatisfactory performance.
5	Operate within the Desktop, Applications and ITAM strategy and contribute feedback to develop these strategies.
6	Operate within the policies for use of the CMDB and ensure that the content contained is accurate at all times.

7	Manages aspects of the desktop product lifecycle enabling the desktop product to meet the needs of customers/users and achieve financial or other targets.
8	Drafts and maintains procedures and documentation for desktop applications support. Manages desktop application enhancements to improve business performance.
9	Understand the lifecycle of software and hardware currently deployed.
10	Supervision and mentoring of the junior member(s) of the ITAM Team.

## Dimensions

1	Does not have any line management responsibility.
2	Does not have any budgetary responsibility.
3	Does not have any responsibilities for equipment or premises.
4	Supports the achievement of targets related to the delivery of the IT Asset Management function to required quality and service standards.
5	The post holder reports to the IT Asset & Licensing Manager, working under general direction within a clear framework the post holder will manage their own work (and possibly their direct reports) to achieve their agreed objectives. The role holder will play a key role in supporting the Divisional leadership team to achieve the strategic and operational goals of the University, Professional Services & their Division. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
6	Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.
7	Balance effectiveness and cost-efficiency in the management of the budgets you are accountable for, demonstrating compliance with Value for Money and Return on Investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently.
8	Initiates and monitors actions to investigate and resolve problems in desktop systems, processes and services. Determines problem fixes/remedies. Assists with the implementation of agreed remedies and preventative measures.
9	Contributes to the implementation of maintenance and installation work. Identifies operational problems and contributes to their resolution.

#### 4. Person Specification

	Essential	Desirable
Educated to degree level or equivalent professional experience.		X
Good management skills		X
Effective oral and written communication skills to work with colleagues and customers providing information and responding to questions and queries, with the ability to present complex ideas and information in a way that can be understood by the audience.	X	
Effective planning and organisational skills, including project management.	X	
Well-developed interpersonal skills with the ability to quickly build rapport with colleagues.	X	
Analytical skills with the ability to generate effective solutions and make effective decisions.	X	
Commitment to customer service excellence.	X	
Ability to work flexibly within a small team and on own initiative	X	
ITAM / Asset Management Training and Certification or equivalent experience.		X
Good knowledge of software site license contract and procurement practices.		X
Experience of desktop engineering	X	
Significant experience of desktop operating system image creation	X	
Experience of working with remote desktop technologies	X	
Experience of working with mobile device management technologies	X	
In-depth knowledge of Windows desktop OS.	X	
In-depth knowledge of Apple desktop OS.		X
Application packaging and deployment	X	
Experience working in a service-oriented environment.		X