

## Role definition

Job title:	IT Operations Assistant		
Initial reporting line:	Group Service Delivery Manager		
Direct reports:	N/A		
Function:	<b>IT Shared Services - Operations</b>	Location:	<b>Rugby</b>

### Summary

The IT Operations Assistant role exists to support the shared service operations team.

The role requires a highly customer-focussed approach with the business and a collaborative approach across the IT community

### Principal responsibilities

- Day to day computer asset management - maintaining the asset register, reports and bulk uploads
- Divisional billing, invoice queries and cross-charging – supporting the finance team in delivering accurate monthly cross-charging
- Software licensing support – supporting the service manager to deliver licensing reviews and complex licensing activities, contributing to circa £1m cost avoidance and savings per annum
- Advising and assisting fulfilment team in purchases of software licensing
- Asset refurbishment administration – owning the day to day running of our refurbishment programme with Signals and BT, which delivers on average 50 computers back in to the business each month
- Update vendor-named user licensing portals, eg. Adobe, Microsoft, Autodesk, and updating portals with user movements
- Assist in tracking missing assets and updating register as required
- Leavers administration – set and maintain processes around leavers
- ISO27001 and ISO9001 Ops administration – provide oversight of suppliers and processes to ensure we maintain our ISO27001 and ISO9001 compliance on a day to day basis
- Own the new starter, mover and leaver supplier process and logistics

### Person specification

#### Qualifications and training

- Advanced Excel skills

#### Technical skills and experience

- Background and experience of a business or IT administration role
- Excellent attention to detail
- Experience in coordinating suppliers and internal teams to achieve service goals.
- Excellent communicator