Job Description and Person Specification

Job Description

Job Details

Job Title: **IT Service Management Systems and Asset Lead**
Grade: **NNCBAND08**
Reports to: **Head of Service Delivery**
Responsible for: **IT Service management configuration, administration and IT asset lifecycle management.**
Directorate and Service Area: **Chief Executive, IT/TDD, Service Delivery**

Purpose of the Job

To ensure efficient IT Service Delivery by administering and optimising the IT Service Management (ITSM) platform. Maintaining accurate IT asset and licence registers, producing actionable reports on service performance and asset statuses. The role combines system administration, asset lifecycle management and data-driven reporting to support compliance, operational excellence and continuous improvement.

Principal Responsibilities

- Administer, configure and develop the ITSM platform, optimising workflows, automations, forms, roles and dashboards to align with ITIL processes and improve SLA performance.
- Own the IT asset and software license cycle (procure, record, deploy, track, recover and dispose), maintaining accurate registers and CMDB relationships, whilst completing scheduled audits and reconciliations.
- Design and deliver reporting analytics for service performance and asset status; analyse trends to identify problems, risks and continual improvement opportunities; produce regular and ad-hoc dashboards for stakeholders.
- Collaborate with the Service Desk, Infrastructure, Procurement, Applications and Projects teams to enable effective change, releases and transformations, ensuring asset and service data quality and readiness.
- Liaise with suppliers and partners for system enhancements, licensing compliance, asset tracking services and warranty/maintenance support; manage issues to resolution and escalate as required.
- Define, document and improve policies, procedures and controls for ITSM and IT asset management to meet security, audit and local government compliance requirements.
- Provide subject-matter advice, guidance and training to colleagues and end-users on ITSM use, asset procedures and reporting, champion good data quality and process adherence.
- Contribute to business continuity, audit activities and remediation plans related to ITSM and asset/CMDB data; support incident/problem/change governance.

General Responsibilities

- Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
- Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken for the health, safety and welfare of yourself and other persons).
- Understand the Council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
- Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person Specification

Attributes	Essential	Desirable	Identified by
Relevant Experience	Proven experience administering and configuring ITSM platforms. Strong understanding of ITIL principles. Knowledge of asset management, best practices and compliance requirements.	Experience in local government or public sector IT; familiarity with CMDB and IT audit processes.	Application, Interview
Education and Training	ITIL Foundation or equivalent experience in IT Service Management. ISO/IEC 2000 Certification (IT Service Management Advanced Data Analytics or BI Tools Certification (Power BI, Tableau)	ITIL Practitioner or higher; relevant technical certifications. Certified Asset Management Professional (CAMP) or IAITAM Certification Cybersecurity Fundamentals (e.g. CompTIA Security+, CISSP Associate)	Application Form
Skills and Knowledge	Fluent in English – spoken, written and reading. Excellent analytical skills, with attention to detail. Ability to design/document processes; strong communication and stakeholder engagement skills. Ability to train and guide others.	Skills in automation, scripting, or data analysis tools.	Application, Interview
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.		
Additional Factors	Ability to work collaboratively across teams; occasional travel to sites for audits and stock checks.		