Role profile

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| **Role title** | **IT Stock Administrator** |
| **Department and directorate** | **BMA Technology Services** |
| **Job family level** | **Grade 8**  |
| **Reports to (job title and name)** | **Service Delivery Manager** |
| **Direct reports (job title and name)** | **n/a** |

| **Summary – purpose of the role** |
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| Describe as concisely as possible the overall purpose of the job and including the core duties/responsibilities required to be performed in the role (e.g., to provide a full range of administrative support services to the department including x,y,z) |
| The purpose of this role is to provide accurate stock details of the equipment and software licenses held at the BMA, It will also act as a gateway for BMA Technology Services to provide equipment to staff members efficiently and on time.* Responsible for maintaining current inventories of IT assets and IT consumables including key information about the assets.
* Ensure that the IT Asset database is kept continually updated with stock details
* Forecast supply and demand to prevent overstocking and running out-of-stock
* Undertake regular inventory audits and implement processes to remediate non-compliance ensuring the database reflects the production environment.
* Implement and develop effective processes/controls for maintaining the asset and configuration management systems, thereby maintaining the integrity and security of the configuration management system.
* Ensuring the safe return of equipment, following staff leavers/movers etc. and escalate any issues/missing equipment.
* Responsible for securely storing IT assets.
* Responsible for arranging the disposal of IT equipment safely and securely.
* Investigating and trouble-shooting faulty equipment and repair, or send away for 3rd party repair if necessary.
* Maintaining the licensed software catalogue ensuring that all licensed software has a valid license.
* Maintain and update the approved software list
* Maintaining and updating Active Directory equipment objects
* Generate monthly inventory reports
* Keep documentation updated.
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| **Skill (level and breadth of application)** |
| What relevant experience is necessary to undertake this role? What specialist, technical or professional qualifications are required to be able to perform the job?How far does the role extend out across the organisation, eg confined to own team, involves co-ordination with another department or requires regular negotiation with many other parts of the organisation. Why is this necessary? Describe the range of issues that are involved in this, eg resolving people’s IT problems, collecting information on key research items or advising members on a particular issue. |
| * Proven work experience as a Stock Administrator, [Inventory Manager](https://resources.workable.com/inventory-manager-job-description) or similar role
* Working knowledge of inventory management software
* Excellent organisational skills
* Active participation in inventory audits
* Extensive desktop hardware knowledge
* Good customer service skills, with the ability to interact professionally with all levels of internal and external contacts
* Good analysis & problems solving skills
* Good communication skills, both oral & written
* Procedure documents and knowledge article writing experience
* Experience with MS SCCM, Service Manager and SharePoint desirable
* Good experience with Active Directory
* ITIL Best Practice
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| **Intellectual demands (complexity and challenge)** |
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| What sorts of problems, situations or issues are typically dealt with? Give any illustrative examples. How are the problems, situations or issues dealt with (eg undertaking original research and analysis or seeking specialist advice)?To what extent are standard procedures and processes followed when undertaking typical tasks, and how is personal initiative used when solving problems? To what extent is creativity used in solving the problems (eg adopting different approaches, trying things that have not been done before within the organisation or improving/changing previous approaches). |
| * To work closely with team members and knowledge sources to assist asset tracking
* High regard for data accuracy and procedural adherence
* Escalate to relevant manager any equipment not returned as requested
* Identifying misplaced equipment and theft investigations if required
* Capable of quickly assessing situations, recognising repeat incidents and identifying problem.
* Capable of handling and prioritising multiple tasks and delivering within agreed terms & schedule
* To pro-actively develop technical skills through use of knowledge base & training
* Suggesting improvements to process and procedures
* To ensure procedures for covering the role and recovering it following and absence are maintained
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| **Judgement (independence and level and impact limitations)** |
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| What are the typical decisions that are made in the job without reference to any higher authority? What informs/constrains the decisions (eg expenditure limits, have to follow clearly laid down procedures or working within broad objectives). What influence upon policy, procedures or resources is there (eg giving advice to others)? Who (or what) is next to be affected by the decisions that are made – for example, supervisor sees them before they leave the team or the whole department sees and has to respond to the change that is made. Give typical example(s) of the consequences of the decisions (eg what impact does the decision-making have on the performance of the team/section/department/organisation)? |
| * The post holder will work largely on their own from calls generated by the call logging system, and from other members of BMA Technology Services
* Carry out IT asset audits and adjust inventory records accordingly to keep data accurate.
* They will track and update ‘starters, leavers & movers’ assets.
* They may seek guidance from other team members both in and outside of their group for more specialist issues and may consult management where complex and/or political issues arise, or for process authorisation
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| **Use of resources (supervision of resources and influence)** |
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| What responsibility is there for managing people, equipment, budgets, resources, customer’s welfare or confidential information? If this is a staff management role describe what is involved, eg staff reporting, staff development, appraisal, leading a department or the allocation of work.How does the role fit within the organisation, eg support role, team member, team leader, specialist policy adviser, or leading major areas of core business? |
| * Working closely with the Procurement administrator and the Service Desk & Deskside Support teams
* Working closely with the rest of BMA Technology Services as required
* Utilising the asset management database, SCSM and Power BI to ensure accuracy in data.
* Ensuring confidentiality when working on sensitive issues or confidentiality
* Ensuring strict confidentiality when working on sensitive issues or confidential systems or data.
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| **Communication (level, internal and external demands and significance)** |
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| What people are typically contacted (regardless of the medium) **inside** the Association, eg immediate colleagues, senior managers or administrators? Committee members are the only members classed as internal communication. Normal non-committee membership and doctors are external (see below)Who is in regularly contact with the role holder **outside** of the Association, eg members who are not committee members, suppliers, members of the public? Approximately what percentage of the time is spent on external communications?What is the purpose of these contacts, eg conveying information, gathering data? |
| * Contact with BMA staff, BMJ staff & contractors, at all levels when needed
* Occasional contact directly with members, e.g., Equipment for external events like the ARM and other annual events.
* The post holder must respond in a technical competent manner, but in such a way as to not confuse the customer with technical jargon, having a professional approach at all times that instils confidence, to aid query resolution or advice.
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| **Physical demands & coordination (physical effort and mental strain)**  |
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| Are there any unusual physical or mental demands of the role; for example, lifting heavy objects, standing for long periods, using VDUs extensively or high levels of concentration? |
| * This role requires a reasonable amount of physical effort, walking and carrying on an ad-hoc basis. For example moving of equipment, eg PC’s, Speakers and other equipment, both by hand and trolleys as appropriate – either assisting other team members or as per planned overtime.
* Potential for extensive use of VDU’s whilst amending data for accuracy.
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| **Working conditions and emotional demands)** |
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| What are the environmental conditions in which the work is conducted, the social and emotional demands faced by the role and the pressures resulting from these? |
| * The job is conducted mainly in an office environment at head office, though occasional travel to other offices may be required.
* This role may require extended hours of work.
* Be available on an ad hoc basis to take part in large-scale desk moves that may from time to time be scheduled normally outside of normal working hours.
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| **BMA competency level required** |
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| The post holder is expected to execute their role in line with our five organisational values. These are currently being translated into behavioral indicators that will form part of our new performance management process. The following examples illustrate how we are using our values to inform how we act:* We are **leaders** because:
	+ We strive to always improve.
	+ We take responsibility for our actions.
	+ We collaborate with each other and work as one BMA for the good of our members.
	+ We are proactive and prepared to guide our members and each other.
* We are **experts** because:
	+ We understand our members
	+ We draw on our collective experience and knowledge to solve problems.
	+ We use our insights and research to make decisions.
	+ We provide accurate, credible, relevant and engaging information.
	+ We recognise our strengths and act upon them.
* We are **committed** because:
	+ We listen to our members and put them at the heart of everything we do.
	+ We are respectful, inclusive, open and honest with our members and each other.
	+ We approach everything we do with confidence and sensitivity.
* We are **reliable** because:
	+ We deliver on what we say we will do.
	+ We are accessible and approachable.
	+ We build trust by being consistent and supportive.
	+ We are positive and decisive whatever the situation.
* We are **challenging** because:
	+ We fight, ethically and fearlessly, for the interests of all our members.
	+ We work as a brave, assertive and effective champion for high quality health. services and the advancement of the profession.
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| **Sign-off – July 2016** |
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| Manager: | Date:15.3.2017 |
| Role holder: | Date: |