

SERIOUS ORGANISED CRIME AGENCY

ROLE REQUIREMENTS PROFILE

Directorate:	Corporate Services
Role Title:	iSM ASSET AND CONFIGURATION OFFICER
Post Code:	
SOCA Grade:	SG5
Location(s): Is this work geographically dependent?	No – not specified
Aim of the role:	Provide an effective Asset & Configuration Management process which reflects industry best practice. A specific focus will be the successful stewardship of SOCA’s assets and the accuracy of the data recorded on these assets.

1. Key responsibilities/accountabilities: (5 Most Impactive)

Carry out regular checks on the functioning of the Asset & Configuration Management process focusing on the adherence to the Asset & Configuration Management policy and the accuracy of the databases used to record the data. Where corrective action is required with any team provide constructive advice and guidance, escalating where necessary,

Ensure that the Asset & Configuration Management policy is fit for purpose and is constantly reviewed and that adequate communication is provided within the business regarding the advice and guidance on the SOCA requirements for Asset & Configuration Management,

Work closely with other members of the Service Operations team and with the business representatives who act as agents for iSM in providing data on the Assets under their control. Provide them with guidance on processes and procedures and appropriate levels of access to the A&C database,

Develop and implement appropriate reports which reflect the needs of the business and users of the A&C database,

Support and participate in the work of the A&C Management project during its lifetime.

RESTRICTED

2. Key behavioural competencies required - against competency framework:

OPENNESS TO CHANGE - C
NEGOTIATING AND INFLUENCING - B
TEAM WORKING - C
COMMUNITY AND CUSTOMER FOCUS - C
PLANNING AND ORGANISATION - C
EFFECTIVE COMMUNICATION - C

3. Key technical skills required: (including specific accreditations/specialist knowledge)

Qualified in ITIL® Service Management to at least foundation level with specific emphasis on Configuration and Change Management,

You should have practical experience in the use of standard service management tools to include, Assyst (highly desirable), Crystal Reports (desirable), Discovery and asset capture tools, (for asset and configuration – highly desirable), PowerPoint and Excel.

4. If you could not develop an individual into this role within 6 months please explain why?

Vetting status: Selected candidates will need to successfully complete DV vetting.