

## IT Contracts Assistant NUIT

### The Role

To co-ordinate and support contract and vendor management related activities across a wide range of ICT commodity areas including software license / maintenance agreements, End User Computing (EUC) devices and other agreements as directed in accordance with University processes supporting the vendor management approach.

### Key Accountabilities

- Act as first point of contact for inbound ICT commodity requests and/or software license and maintenance requests to the team via mediums such as e mail and / or service desk
- Provision of contract related support for a wide range of end user devices and peripherals, software license and maintenance agreements, ensuring service requests are resolved within agreed timescales. This includes the provision of advice to customers both pre- and post-acquisition
- Cross functional team engagement with key subject matter experts (such as Procurement and key users in Faculties and Schools) to engage with the process of issuing RFQs (Request for Quotes), evaluation of responses (to determine most economically advantageous outcome) and ongoing contract management to ensure optimal vendor performance, via a range of SLAs and KPIs
- Support the development and perform agreed processes to ensure the consistent, timely and effective acquisition of ICT commodity related requirements
- Maintain and own accurate contract related activities (including call offs) to assist and support decision making as well as track progress
- Assist colleagues in NUIT and others in the wider University when considering license and maintenance options, including participation in projects as directed
- Act as software license subject matter expert (SME) utilising knowledge and experience to deliver excellence in operational support, project and change delivery and help in defining the future strategy
- Ensure that policies, standards, procedures and guidelines are followed
- Any other reasonable duties that fall within the scope of the post, as allocated by the line manager

### The Person (Essential)

#### Knowledge, Skills and Experience

- Experience in planning, acquisition, supporting distribution, collection and administration for all relevant ICT commodity devices and software license maintenance agreements
- Knowledge of IT related and software license market trends, including various common device specifications, components, license terms and key vendors
- Able to demonstrate focus on customer needs and effectively interpret customer requirements

# Professional Services Job Description



- Interest in identifying and implementing new and innovative technologies to support customer needs, drive up quality and improve value
- Excellent attention to detail
- Good communication, interpersonal and organisational skills
- Good level of literacy and numeracy
- Ability to manage conflicting priorities
- Ability to work using own initiatives within boundaries
- Ability to work flexibly and co-operatively with others and as part of a team
- Good level of computer literacy and a high degree of competency in MS Office with experience of ERP / Finance systems such as SAP or equivalent

## Attributes and Behaviour

- Planning and Organising
  - Works in a planned and structured way
  - Uses own and others' time effectively
  - Plans workload and tasks in a systematic way
  - Ensures that all activities are completed on time
  - Keeps work systems up to date, neat and tidy
- Team Working
  - Shares relevant and useful information with others
  - Keeps other team members up to date with progress
  - Gets involved with team tasks
  - Willing to help others and share workloads
  - Supportive of team decisions
- Embracing change
  - Supports organisational change agents to improve maturity and practices, in support of University goals and strategy
  - Mobilises themselves to support and enable change effort
- Finding Solutions
  - Analyses situations quickly and effectively to determine the best way to deliver the required result
  - Keeps their technical knowledge up to date and has a wider understanding of the technology landscape inside and outside their area
- Delivering Services
  - Sets and accomplishes challenging goals
  - Sees other departments and colleagues as "customers" and follows through on their enquiries and requests
  - Co-operates with others in achieving targets
  - Takes responsibility for achieving own targets
  - Has a positive attitude for doing things better
  - Pays attention to detail
  - Strives to deliver high quality results

## Qualifications

- Educated to A-level, or equivalent