Job Title: IT Asset Management Assistant

Job Summary: Responsible for Configuration, asset management and RMA's processing

The primary role of an IT Asset Management Assistant is to assist in providing the best support to our internal teams through following documented procedures and processes, whilst also looking to improve them. You don't have to be technical to perform this role but be familiar with technology and able to follow processes and recommendations whilst helping to ensure that service desk systems are kept up to date. There is also a requirement to contact 3rd parties and customers to confirm logistical arrangements and processes.

Job Role: The role will encompass aspects of device management, RMA's, stock control and logistics; these include, but are not limited to:

- Assist in the build, configuration, and deployment of supported devices
- Take ownership of cases allocated to the team to either conclusion or escalation
- Take leadership in the full life cycle of the RMA process of supported devices
- Ensure that stock levels are maintained in all internal and designated 3rd party systems
- Handle all goods in and out, enhancing processes to ensure system visibility
- Maintain a knowledgebase and assist with quick build guides
- Ensure support desk ticking systems are maintained and kept up to date
- Assist others with project work
- Device config and deploy assistance when required
- Ensure Health and Safety is always maintained in the workplace

Basic Criteria.

- Strong eye for detail with the ability to do a high degree of multi-tasking
- Comfortable using a windows PC for day to day working.
- Physically fit and able to perform manual handling processes
- Excellent communication skills, flexible and be a strong team player
- Be able to work with and co-operate with other Qolcom teams
- Be able to work within a dynamic team in a busy and sometimes stressful environment
- Eligible to work in the UK

Desired Criteria.

- Previous experience working on Mobile device configurations & deployments
- Be conversant with iOS & Android tablet configuration
- Understanding of Vivantio service desk
- Previous experience with any of the following products:
  - Ivanti (MobileIron Core/Cloud), Airwatch, Soti, In-tune, Good
  - HP/Aruba switches, controllers, and AP's
  - Wandera
  - Kiteworks