

Job Title	IT & OT Asset Manager
Department	IT
Reports to	IT Commercial Manager
Grade	Technical Tier 1
Purpose & Overview	<p>Wales & West Utilities (WWU) is seeking a highly skilled and proactive IT & OT (Operational Technology) Asset Manager to join our IT Commercial and Contracts Team. This newly created position within the IT Service Management function plays a pivotal role in managing the end-to-end lifecycle of all IT and OT assets (hardware, software, licenses, and other technology-related items) across the organisation. The IT & OT Asset Manager will ensure assets are tracked, maintained, and optimised throughout their lifecycle, from acquisition and deployment to disposal. A key aspect of this role is ensuring compliance with WWU's policies, industry standards, and regulatory requirements while driving continuous improvement in asset management practices.</p> <p>The IT & OT Asset Manager will also lead a dedicated team which includes a direct report and services procured from our partners. Providing direction, mentorship, and fostering a culture of excellence in asset management across both IT and OT environments. The role will focus on overseeing asset performance, managing vendor relationships, and ensuring the efficient use of all IT and OT resources, which is critical in maintaining operational reliability and minimising risk, especially in a critical national infrastructure (CNI) environment.</p> <p>This position offers a unique opportunity to influence and enhance asset management practices at WWU, directly contributing to the stability and efficiency of our IT and OT operations. If you are enthusiastic about asset management, process optimisation, and driving improvements, while cultivating strong partner relationships and addressing complex challenges, this role is an excellent fit for you.</p>
Key Accountabilities	<p>Asset Lifecycle Management: Oversee the full lifecycle of IT and OT assets, including procurement, deployment, maintenance, tracking, and disposal, ensuring that all assets are managed in line with company policies and industry best practices.</p> <p>Asset Tracking & Documentation: Maintain accurate asset inventories for both IT and OT assets, ensuring all information is up-to-date, accessible, and properly documented in our asset management system ServiceNow.</p> <p>Compliance & Regulatory Management: Ensure that IT and OT asset management processes comply with relevant industry standards, regulations, and company policies, including data security, environmental regulations, and audit requirements.</p> <p>Optimisation & Cost Management: Work closely with finance and procurement teams to optimise asset utilisation, manage lifecycle costs, and identify opportunities for cost savings in both IT and OT asset management.</p>

	<p>Team Leadership & Line Management: Lead and mentor a team of asset management professionals, providing guidance, setting clear performance expectations, and supporting their professional development.</p> <p>Vendor & Supplier Management: Collaborate with third-party vendors and suppliers for procurement, maintenance, and disposal of assets, ensuring adherence to service agreements and contractual terms.</p> <p>Incident & Problem Management Support: Collaborate with IT and OT operations teams to manage asset-related incidents and problems, ensuring that asset performance issues are quickly identified, escalated, and resolved.</p> <p>Reporting & Analytics: Generate and present regular reports on asset utilisation, health, and lifecycle status, providing actionable insights to senior leadership to inform decision-making and strategic planning.</p> <p>Continuous Improvement: Drive continuous improvement initiatives in asset management practices, recommending process enhancements, system upgrades, or new tools to improve efficiency and effectiveness.</p>
Technical Know-How & Skills	<p>Asset Management Tools: Proficient in asset management systems and tools, such as ServiceNow, CMDB, or other enterprise asset management software.</p> <p>Software Asset Management (SAM): Proven experience in managing software assets, including tracking and compliance.</p> <p>IT & OT Asset Knowledge: Strong understanding of IT and OT asset management principles, including hardware, software, networking equipment, industrial systems, and connected devices.</p> <p>Lifecycle Management: Expertise in managing the full asset lifecycle with our service partners, including procurement, deployment, tracking, maintenance, and decommissioning of IT and OT assets.</p> <p>Compliance & Regulatory Knowledge: Knowledge of relevant industry standards and regulatory requirements related to asset management, data protection, and environmental considerations (e.g., ISO 55001, GDPR,).</p> <p>Cost Management & Optimisation: Ability to manage budgets, identify cost-saving opportunities, and optimise asset utilisation across IT and OT environments.</p> <p>Leadership & Team Management: Proven ability to lead, manage, and develop a small team, setting clear goals, driving performance, and fostering a collaborative working environment.</p>

	<p>Problem-Solving & Incident Management: Experience in supporting incident management and problem resolution related to asset performance, with a focus on minimising downtime and impact on operations.</p> <p>Data Analysis & Reporting: Strong analytical skills with a keen eye for data quality with the ability to generate and interpret reports, track performance metrics, and present insights to senior leadership.</p> <p>Communication & Collaboration: Excellent communication skills, with the ability to interact effectively with cross-functional teams, senior Management, vendors, and other stakeholders.</p>
Qualifications Required	<p>ITIL Foundation is desirable</p> <p>Professional certifications in Asset Management (e.g., ISO 55001, Certified Asset Management Professional – CAMP, Certified IT Asset Manager (CITAM)) are advantageous.</p> <p>Strong understanding of both IT and OT asset management frameworks and industry best practices.</p> <p>Proven experience in managing both IT and OT assets in a large-scale enterprise environment.</p> <p>In-depth experience in asset management and in a leadership or line management role.</p>
Job Dimensions	<p>The successful candidate will report directly to our IT Commercial Manager and will be responsible for engaging with staff across all levels of the organisation, from field workers to senior leadership. This dynamic role requires a high degree of flexibility, enabling the individual to work autonomously, navigate various stakeholder needs, and thrive in both hands-on tasks and strategic, data-driven decision-making. The ability to communicate effectively with both technical and non-technical audiences and deliver actionable insights to senior management is essential to drive success in this position.</p>
Main Interfaces	<p>IT Commercial Manager, Technology Support Service Manager, Service Delivery Managers both internal and external, Technical Teams, Cyber Security Team, Strategy and Architecture Team, WWU Service Teams (both internal and external) Project Managers, WWU Senior Managers and End Users, Partners, Colleagues & Vendors.</p>