

Job Title	IT & OT Asset Analyst
Department	IT
Reports to	IT & OT Asset Manager
Grade	Grade 5
Purpose & Overview	<p>Wales & West Utilities (WWU) is seeking a highly skilled and proactive IT & OT (Operational Technology) Asset Analyst 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 Analyst 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 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 Tracking & Documentation Support: Assist in maintaining accurate records for both IT and OT assets across multiple platforms, ensuring up-to-date, comprehensive data is available in asset management systems (e.g., ServiceNow, CMDB).</p> <p>Lifecycle Management Assistance: Support the Asset Manager in managing the full lifecycle of IT and OT assets, from procurement to decommissioning. Ensure all relevant asset information is captured, tracked, and updated regularly.</p> <p>Compliance & Reporting: Help ensure that asset management processes comply with WWU's policies and relevant regulations. Assist in generating reports related to asset health, utilization, and lifecycle status, providing data-driven insights to the Asset Manager and senior leadership. Working with the service teams and partners to undertake any remediation processes to restore compliance of devices.</p> <p>Vendor & Supplier Coordination: Work with the Asset Manager in liaising with third-party vendors and suppliers to assist in procurement, maintenance, and disposal of assets, ensuring adherence to contract terms and service level agreements (SLAs).</p> <p>Continuous Improvement Support: Contribute to ongoing efforts to optimise asset management practices by identifying areas for</p>

	<p>improvement in systems, processes, and tools. Support the implementation of process enhancements to improve efficiency.</p> <p>Cost Management & Optimisation: Assist in tracking asset-related costs and work closely with finance and procurement teams to ensure effective cost management and identify opportunities for cost savings within asset management.</p> <p>Incident & Problem Management Support: Provide analytical support for incident and problem management, assisting with the identification and resolution of asset-related issues. Ensure that asset performance problems are tracked and escalated to the Asset Manager as necessary.</p> <p>Collaboration with Internal Teams: Work alongside various internal stakeholders, including technical teams and service delivery managers, to ensure the seamless integration of asset management practices across the IT and OT functions.</p>
<p>Technical Know-How & Skills</p>	<p>Asset Management Tools: Proficient with asset management software tools such as ServiceNow, CMDB, or similar enterprise solutions.</p> <p>Asset Lifecycle Management: Understanding of asset lifecycle management processes, including procurement, deployment, tracking, maintenance, and decommissioning of IT and OT assets.</p> <p>Compliance Awareness: Knowledge of industry standards and regulatory requirements related to asset management, such as data protection and environmental compliance.</p> <p>Cost Management: Familiarity with tracking and managing lifecycle costs, working in partnership with finance and procurement teams.</p> <p>Reporting & Data Analysis: Strong analytical skills with the ability to support the creation of reports, track performance metrics, and provide actionable insights.</p> <p>Collaboration & Communication: Strong communication skills and the ability to collaborate effectively with cross-functional teams, including technical, finance, and procurement teams, vendors, and senior leadership.</p>
<p>Qualifications Required</p>	<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</p>
Job Dimensions	<p>The successful candidate will report directly to the OT & IT Asset Manager and work closely with stakeholders across all areas of the business, including senior managers, technical staff, and field personnel. This pivotal role requires a high degree of flexibility, enabling the individual to work autonomously while managing diverse stakeholder needs.</p> <p>The candidate must be comfortable with hands-on tasks and presenting data-driven insights to senior management. Effective communication is a key dimension of this role, as the individual will need to engage with both technical and non-technical audiences. The ability to convey complex information clearly and interact at all levels is essential for the successful management of assets and contributing to the overall success of the business.</p>
Main Interfaces	<p>IT & OT Asset Manager, 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>