



## Office of Human Resources

### IT Asset Management Analyst Senior

#### General Statement of Duties

Performs full performance level, professional work overseeing the planning, acquisition, compliance, and overall costing and life cycle related to managing IT hardware and software assets and their corresponding maintenance contracts for the City and County of Denver.

#### Distinguishing Characteristics

The IT Asset Management Senior is distinguished from the IT Asset Management Associate that performs standard level professional work overseeing the planning, acquisition, compliance, and overall costing and life cycle related to managing IT hardware and software assets and their corresponding maintenance contracts for the City and County of Denver.

#### Guidelines, Difficulty and Decision-Making Level

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guidelines in order to interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions of projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practice or precedents may be discussed with the supervisor before being initiated.

#### Level of Supervision Received & Quality Review

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

#### Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged defended, gathered and discretion and judgment are required within the parameters of the job function.

#### Level of Supervision Exercised

By position, performs lead work.

#### Essential Duties

Handle all aspects of IT Asset Management from sourcing through disposition, including assisting in the development of policies and adhering to compliance requirements

Handle all incoming software requests received.

Track all IT hardware and software maintenance contracts and work with appropriate application owners to determine the need for ongoing technical support and upgrade protection on selected products.

Identify savings opportunities for maintenance renewals, software licensing, and services.

Support audits related to IT assets, including collecting asset information directly, and leading asset inventory projects.

Prepare and/or review purchase requisitions for IT spend.

Tracks purchases from requisition to payment ensuring a "3 Way Match."

Influence product purchases, assuring adherence to all technology procurement standards.

Build and maintain productive relationships with vendors and suppliers.

Request quotes from various vendors to achieve "best price" for the organization.

Identify and act on cost reduction opportunities.

Review, maintain, and update ITAM process and procedures documents, and recommend and implement approved changes to aforementioned documents surrounding software asset management.

Update existing process documents.

Provide ad hoc reports to management as necessary.

Provide support on projects as necessary to meet IT goals and objectives.

Monitor and track expenses to budget.

Stay abreast of current procurement and technology industry developments and trends.

Increase overall awareness of IT Asset Management processes to wider IT community..

Performs other duties or special projects as assigned by manager

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## Competencies

**Attention to Detail** - Is thorough when performing work and conscientious about attending to detail.

**Customer Service** - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

**Decision Making** - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

**Interpersonal Skills** - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

### **Knowledge & Skills**

Ability to multi-task in a dynamic environment.

Ability to work both independently as well as collaboratively achieving results within established timeframes with minimal supervision.

Proficient with ServiceNow Asset and Configuration Modules, and SCCM

Working knowledge of ITIL.

### **Education Requirement**

Bachelor's Degree in Business or Public Administration, Technology, Finance, Management or a related field.

### **Experience Requirement**

Three (3) years of professional relevant experience working in IT Asset Management.

### **Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

### **Licensure & Certification**

By position, may require a Colorado Class "R" Driver's License by the completion of probation.

IAITAM CSAM Certification and/or ITIL v3 Foundations Certification preferred.

Licenses and certifications must be kept current as a condition of employment.

### **Working Environment**

Work is primarily performed in an office setting and frequently at other locations for meetings.

Subject to many interruptions.

Subject to varying and unpredictable situations.

### **Level of Physical Demand**

2-Light (10-20 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Hearing: perceiving the nature of sounds by the ear.

Talking: expressing or exchanging ideas by means of spoken words.

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Reaching: extending the hand(s) and arm(s) in any direction.

Pushing: exerting force upon an object so that the object is moved away.

Pulling: exerting force of an object so that it is moving to the person.

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

Color Vision: ability to distinguish and identify different colors.

Lifting: raising or lowering objects weighing no more than 20 pounds, from one level to another.

**Background Check Requirement**

Criminal Check

Employment Verification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**FLSA Code:** Y

**Management Level:** 10

**Established Date:** 8/5/2018

**Established By:** Greg Thress

**Revised Date:**

**Revised By:**

**Class History:**