



Office of Human Resources
IT Asset Management Analyst Associate - CI3083
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General Statement of Duties

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.

Distinguishing Characteristics

The IT Asset Management Associate is distinguished from the IT Asset Management Senior that performs full performance professional level 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.

Essential Duties

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.

Update existing process documents.

Provide ad hoc reports to management as necessary.

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

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.

Information Management - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

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.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

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.

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

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.

Level of Supervision Exercised

None

Education Requirement

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

Experience Requirement

Two (2) years of professional relevant experience working in IT Asset Management or equivalent ITSM roles.

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.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

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.):

Carrying: Transporting or moving an object.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 20 pounds from one level to another.

Pulling: Exerting force upon an object so that it is moving to the person.

Pushing: Exerting force upon an object so that it moves away from the person.

Reaching: Extending the hands and arms or other device in any direction.

Sitting: Remaining in a stationary position.

Standing: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Walking: Ability to move or traverse from one location to another.

Background Check Requirement

Criminal Check

Employment Verification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: I-808

FLSA Code: Y

Established Date: 9/21/2018

Established By: GT

Revised Date:

Revised By:

Class History: