

Job Description

Position Title: Analyst 2, Information Technology-Software Maintenance

Job Group: Information Technology

Job Level Group: Professional – Intermediate

FLSA Status: Exempt

Position Summary:

The Analyst 2, Information Technology-Software Maintenance performs a variety of functions in software analytics. Maintains software inventory and documentation. Ensures proper software licensing. Coordinates software approvals for security and compliance. Analyses and monitors enterprise software usage. Determines software packages and coordinates software rollouts with Endpoint Team. Approves, writes requisition requests, and purchases software. Oversees ticket fulfillment of end user software and license request. Assists with annual information technology maintenance budget planning and forecasts future software usage.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Evaluates and processes requests for software purchases. Works with vendors to obtain purchase and renewal quotes. Keeps track of renewal dates. Coordinates software packaging and rollouts with endpoint team.
2. Catalogs software assets and creates documentation for new and existing software including purchase records in accordance with each vendors terms and conditions.
3. Tracks software licensing and agreements to ensure the College is properly licensed.
4. Responds to tickets from users requesting software, license assignments, software purchasing, and approvals.
5. Analyses and monitors enterprise software usage. Checks databases, pulls usage, and installs reports. Maintains documentation of entitlements.
6. Prepares for software audits initiated by vendors.
7. Forecasts future software usage and assists with the annual information technology maintenance budget.
8. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Skill in current and applicable hardware, software, and peripheral equipment
2. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills

3. Skill in budget/resource management
4. Skill in project management principles, processes, and techniques
5. Skill in performing a variety of duties, often changing from one task to another of a different nature
6. Skill in positive, productive and flexible customer service
7. Ability to adapt to a rapidly changing technical environment
8. Ability to work with independently as well as in a team environment

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Work progress is monitored by supervisor/manager; employee follows precedents and procedures, and may set priorities and organize work within general guidelines established by supervisor/manager.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Information Technology and technical training in closely related field of study required.
 - One (1) to Three (3) years of related experience with software management required.
 - Three (3) to Five (5) years of related experience preferred.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Occasional work evenings or weekends.
- Pre-employment Background Check Required