



Office of Human Resources
IT Asset Management Analyst Senior - CI3084
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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.

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 related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Level of Supervision Exercised

By position, performs lead work.

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.

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.

Color vision: Ability to distinguish and identify different colors.

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: EX-10

FLSA Code: Y

Established Date: 9/21/2018

Established By: GT

Revised Date: 6/25/2023

Revised By: BM

Class History: 6/25/2023- Pay grade revised as a result of CN1774.