

Role definition

Job title:	IT Assets and Licensing Manager		
Initial reporting line:	Head of IT Operations (London)		
Direct reports:	N/A		
Business unit:	TBA	Base Location:	Midlands

Summary

The IT Assets and Licensing Manager role exists to manage the usage of computer equipment and software licenses across the business, ultimately to ensure that we “use what we buy” and “buy what we use”.

The role involves the on-going support of software entitlements, maintaining licenses and agreements within the LANDesk Asset database and our DSL SharePoint site, carrying out inventories of installed software using data from multiple sources and reconciling the results for different publishers. The role will also include producing monthly reports to IT Management, creating customised reports and data queries, maintaining the software catalogue and processing software requests from users, providing software pricing and licensing advice for projects, liaising with Morgan Sindall stakeholders and software Vendors on software renewals

The dimensions of the role are:

- Hardware & Software Asset Management
- Asset Management Process development and implementation
- Lead on license renewal and true-up activities
- Computer refurbishment
- Asset and license utilisation reporting
- Provide information for hardware refresh programmes.
- Maximising value from the licenses and assets we own through metering.
- Asset lifecycle
- Administration of cloud services licensing portals
- Provide self-service reporting/dashboards to assist Businesses in managing their software estate

The role requires a highly customer focussed approach with the business and collaborative approach across the IS community

Key objectives *(4 maximum)*

- **Operational** – To ensure the business is making use of its entire spare hardware asset and software license capacity to reduce overall business spend.
- **Innovation** – To take advantage of software tools and to develop processes to deliver a full management wrap around our assets and license estate.

Principal responsibilities and accountabilities

- Definition of the Group's IT asset management and license management processes.
- Ensuring the business is software license compliant across all applicable software vendors.
- Support the Head of IT Applications with annual true-up and license renewal activities for software vendors.
- Provide analysis and interpretation of SAM data for license usage, software audits and operational optimisation, making recommendations on any actions required
- Validate and renew software support and maintenance agreements (in conjunction with other IT teams and Vendors)
- Ensuring our business data is secure by ensuring hardware assets such as laptops and tablets are tracked.
- Look for ways to maximise the value we get from our license agreements through software metering policies. Work with the Configuration Team to deliver those policies.
- Review and make recommendations for improvements to the software and asset management toolset
- Help identify, manage and escalate any risks in the use of software which may cause Morgan Sindall to be non-compliant with the licensing terms of usage e.g. conducting software audits of the estate to manage compliancy
- Assist divisions in their software management through provision of dashboard reporting on license allocation and usage
- Be responsible for the quality and delivery of the computer refurbishment function delivered by our service partner.
- Delivery of IT (Shared) asset management processes to all divisions.
- Travel to all business locations as required and control local asset stock levels.
- Manage the definitive software log and software version control
- Be responsible for WEEE compliant disposal of hardware assets across the group.
- Measure and report on savings as a result of re-use of licenses and hardware assets.
- Influence IT colleagues to achieve asset management goals
- Work with local business teams, Fulfilment and HR teams to ensure assets are returned for reallocation
- Deliver real savings to the business through refurbishment of computers and re-use of software.
- Liaise with divisional super-users and Business IT on the renewal of complex license agreements and allocation
- Manage the end to end process for significant software license renewals from request through to package deployment.

Person specification

Qualifications and training

- A minimum of 2-3 years' experience in an Asset/License management role
- Experience in asset and license management
- Certified SAM related qualification (desirable)
- ITIL accredited (Preferable)

Technical skills and experience

- Experience with a Software Asset Management toolset: LANDesk, Flexera, SNOW or similar
- Proven experience and good knowledge of licensing terms and conditions, product usage rights and "real world" licensing issues gained from working with vendor products
- Deep analysis experience including working with multiple data sources
- Solid industry knowledge of software licensing with Tier 1 vendors (e.g. Microsoft, Autodesk, Adobe)
- Highly motivated and dynamic self-starter who can work proactively and under pressure, exhibiting strong time management & self-prioritization skills
- Advanced level Excel
- Stakeholder manager and able to communicate at all levels
- A good understanding of Service Delivery principles and experience of delivering this through a combination of internal and external suppliers
- Proven track record in coordinating suppliers
- Excellent communicator with an aptitude to communicate at both a technical and business level
- Experience of the production of IS Reporting and MI which can be used to change the IS service to improve our customers' experience
- A good knowledge of (SAM) Software Asset Management principles.