

Job Description

Job Title	Licensing, Assets & Release Support Officer
Directorate	Strategy and Change
Service Area	ICT & Digital Services
Grade	6
Competency Level	1
Salary	£35,412 - £39,862
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Required
Job Evaluation Ref No	

Job Purpose

To manage, maintain and operate the policies, processes, support documentation and records associated with Software Licensing and Asset Management.

To be responsible for:

- Controlling the software used across the computer estate to ensure compliance with vendor license agreements

- Supporting and leading the release of corporate software, hardware, business processes and changes into live status
- Providing a first point of contact on licensing and make recommendations on actions to ensure risk to the company is mitigated
- Supporting asset management activities of in life service to ensure service availability and stability

Directly Responsible For:

N/A

Directly Responsible To:

ICT Asset, Transition & Relationship Manager

Main Areas of Responsibility:

- Own and manage internal hardware and software asset management activities for Liverpool City Council and its customers
- Own and manage all aspects of the Definitive Media Library ensuring all authorised software is catalogued and stored and meets audit requirements
- Lead role responsible for supporting audits triggered by internal/external auditors or software vendors and ensure LCC and its customers avoid legal action or financial penalties
- Responsible for managing and ensuring that accurate records of hardware and software purchase and installations are maintained
- Responsible for managing license usage, ensuring compliance with the license agreements and that vendor usage rules are maintained
- Manage all aspects of the Software Asset Management and Licensing policies and processes

- Manage the Software Licensing and Hardware Asset Management toolset ensuring they align with their respective Strategies
- Responsible for providing approval for software to be used on the computer estate and ensuring installations remain compliant with vendor's license agreements
- Responsible to overseeing the removal of unauthorised or unlicensed software ensuring actions are carried out successfully
- To be the point of technical expertise and escalation for ICT staff and customers requiring advice and guidance on all software licensing matters
- Maintain excellent contacts and build strong collaborative relationships with customers, suppliers and software manufacturers
- To analyse the complex information provided in End User License Agreements, across multiple technology areas including desktops, networks, servers, and to provide regular reports to the Transition Manager on key aspects of Software Asset Management and Licensing, highlighting areas for concern and identifying areas for improvement
- To keep up to date with emerging Information Technology and software licensing changes
- Provide specialist advice on license options and compliance to customers and ICT colleagues looking to purchase or upgrade across a broad range of software technologies
- Manage all aspects of a software or application release ensuring ICT and User testing is conducted effectively and efficiently
- To create and maintain test plans for all new software in conjunction with colleagues and customers
- Manage the ICT Change Calendar and ensure all submitted ICT Change Requests are accurately recorded
- Manage the introduction of new and changed services through the use of Early Life Support and Service Introduction processes

- Responsible for maintaining the Early Life Support and Service Introduction processes
- Responsible for ensuring ICT Change Requests do not clash or impact each other in terms of Service disruption or resource availability
- Responsible for assessing all risks associated with a submitted Change Request
- Undertake the analysis of testing activities to maximise availability and stability of ICT services during upgrades and changes
- Be accountable for the implementation of continuous improvements through on-going analysis. Use market research, customer and staff surveys and feedback to improve efficiency and quality
- Responsible for the production of monthly reports to ICT Management and Teams on key aspects of ICT Transition activity

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Explores different options for funding and income generation through various software licensing models

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- Use of bar code scanner, travel to various Council offices to conduct asset management audits

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.



[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Advanced vocational training (A)

Desirable

- ITIL Service Management Qualification (foundation or above)
- ECDL or equivalent IT qualification
- Membership of appropriate professional organisation desirable

Experience

Essential

- Solid experience of developing and managing Software Asset Management processes (A,I)
- Solid experience of conducting risk and impact assessments in relation to ICT Change (A,I)
- Proven experience of producing high quality and accurate documentation (A,I)
- Experience of interpreting vendor agreements into rules governing software use (A,I)
- Proven track record of identifying and implementing improvements (A,I)
- Proven experience of chairing and taking the lead in meetings (A,I)

- Experience of Early Life Support and Service Introduction working with project managers and operations staff to bring new and changed services into operational support (A,I)

Desirable

- Experience of working in an IT Service Management environment with particular focus in the Service Transition lifecycle
- Proven experience of managing conflicts and assessing appropriate priorities in relation to ICT Change
- Extensive knowledge and experience of working with Service Management Systems
- Proven track record of producing high quality statistical management reports.
- Experience of producing test plans and overseeing testing activities

Skills/Abilities

Essential

- Able to manipulate large quantities of data using spreadsheets (A,I)
- Able to understand software contracts/agreements in order to implement policy (A,I)
- Able to make informed decisions (A,I)
- Experience of conducting software compliance audits (A,I)
- Excellent organisation skills (A,I)

Desirable

- Able to communicate effectively with people at all levels of the organisation using the various methods of communication
- Able to work to tight deadlines
- Able to work as part of a team and contribute to work related discussions
- Have a right first-time outlook
- Analytical and influencing skills
- Strong Planning skills
- Excellent time management

Commitment

Essential

- A commitment to the City Council's Equal opportunities Policy (I)
- A personal commitment to customer service, adopting a flexible approach to meet the needs of service users/partners (I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- A positive attitude toward personal training and development (I)