

GLOBAL IT SUPPORT SPECIALIST

POSITION SUMMARY

Global IT Support Specialist is responsible for the daily operations of the organization's software asset management processes and systems (ServiceNow)- license procurement, renewing maintenance, and managing expiration dates of all software in the MiTek environment. This position is also responsible for correctly routing of purchase orders and tracking all license purchases for the company, managing team's shared mailbox. Working with our License and Asset Management team, this position ensures corporate and legal guidelines are followed for managing IT software assets.

Additional responsibilities will be assigned as deemed necessary and will include support requirements such as: 24-hour on-call coverage for support issues. Although travel is usually planned, issues can arise which could warrant immediate travel to one or more satellite locations.

JOB RESPONSIBILITIES & REQUIREMENTS

Essential Functions:

30% - License Procurement.

30% - Maintenance review and renewal.

30% - Ticket request management.

10% - Auditing and Compliance.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Solution Support:

- Analysis of requests and ability to work with the asset management team to complete requests in a timely manner.
- The License and Asset Specialist contributes to the effort to integrate people, process, and technology associated with software licenses, enabling them to be systematically tracked, managed, and optimized.
- Play a significant role in executing policies and processes related to all areas of the asset lifecycle.
- This person will perform routine & ad hoc data analysis, compliance reporting, and support IT Operations during Software Vendor Audits.
- The role will involve the implementation of software asset repository and discovery functionality, to help ensure alignment with processes, workflows, and modifications to accurately track and manage contracts and licenses.

- They are expected to understand and track all aspects of the software life-cycle – from licensing, purchasing, to deployment and decommissioning.
- Ensure the proper decommissioning of assets within documented procedural guidelines.
- This role will maintain the asset management database for complete and accurate information in support of software license management, hardware management and other internal management requirements.
- Proactively manage the software purchase and renewal through a partnership with MiTek's Software VAR.
- The role will generate forecasts and related modeling to ensure adequate and continued support of systems and/or products to meet contractual requirements.
- The role will track purchase orders and validate the invoices prior to processing for payments and complete chargebacks to appropriate cost centers.
- The Specialist will maintain accurate reporting for all Assets during and after the renewal cycle, to include tracking future renewal points in the systems of record.
- Work with resellers, collect information for software entitlements and contracts.

SKILLS & ABILITIES

Education & Experience

Required:

- Associate degree or equivalent.
- IT purchasing experience: 1+ years.
- Vendor management: 1+ years.
- Microsoft licensing experience: 1+ years.
- Proficient in Microsoft Office (Word, **Excel – Pivot table & VLookups**, PowerPoint, Visio).
- Basic knowledge of computer hardware.
- **Software license terminologies.**
- Ability to prioritize and manage multiple responsibilities.
- Strong attention to detail and goal oriented.
- Fluent in English (**~ IELTS 7.5 or CEFT C1**).
- Excellent written and verbal communication abilities.

Desired:

- Bachelor's degree and 2+ years equivalent experience.
- ServiceNow: 1+ years.
- IT Asset Management (ITAM) training.
- Exposure to various industry standard Network License Managers (NLM) i.e. Sentinal, Flexera, etc.
- Certified Software Asset Manager (CSAM).

Technical Skills:

- Demonstrates proficiency using standard office software applications, and strong organizational skills.
- Exposure to software development processes.
- Understand technology Infrastructure and end user computing hardware and software.
- Understands chargebacks to accounting, procurement processes, and purchase lifecycle.

Other Requirements:

- Candidate should possess exceptional communications skills along with strong documentation and organization skills.
- Must be a team player and be able to handle work pressure.
- Must be detail oriented, self-motivated with a demonstrated ability to be a strong problem solver and decision maker.
- Must be self-sufficient, make decisions, mediate conflict, and drive change.
- Candidate must display ownership and accountability.

If you are interested in working with us, please send your CV to truc.nguyen3@mii.com

