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| **Working Title:** | **Software Life Cycle Analyst Associate** |
| Job Code Title: | IT Configuration Management Analyst |
| Job Code Number: | 103660 |
| Department Name: | Support Services |
| Salary Range: | Min-Mid ($35,769 - $41,500) |
| FLSA Status: | Non Exempt |
| Replacement: | Jon Klozik (LDW 05/22/2016) |
| External Boards | None |
| Comments: | Use to explain special situation such as end dated or underfill, etc. |

**HOW TO APPLY** (Standard language - do not change)

A cover letter and resume are required; the cover letter must be PAGE 1 of your resume. The letter should:

(1) Specifically outline the reasons for your interest in the position

(2) Outline your particular skills and experience that directly relate to this position

(3) Provide your current or ending salary

Starting salary may vary depending on qualifications and experience of the selected candidate.

**JOB SUMMARY** *(Copy and paste all from Job Description)***:**

Information and Technology Services (ITS) has an opening for a Software Life Cycle Analyst Associate. This position’s main focus is assisting in daily support and troubleshooting activities for the customer base, as well as other members of the Asset Management team. The daily activities includes troubleshooting PC and Mac installations, integrating software upgrades, distributing software, inventory and website maintenance, and assisting customers with requests for expiring software and software issues. The position will assist with recordkeeping related to software procurement and compliance. Other responsibilities include performing routine office tasks, including filing, scanning, and mailing.

This position will report to the Software Services Manager in the Support Services group, and collaborate with multiple teams in ITS. The Software Services team provides software license management and software procurement assistance to customers across the university.

Highly qualified individuals will need to possess self-directed, creative problem solving and analytical skills, with a focus on high performance in a constantly changing and evolving environment.

For more information about ITS organization, please visit our website: <http://www.its.umich.edu/>

**RESPONSIBILITIES** *(Copy and paste key responsibilities from Job Description)***:**

Key responsibilities include, but are not limited to, the following:

* Coordinate with team members and other service support groups to effectively resolve incidents and requests for software, as well as coordinator with vendor support.
* Assist in providing tier 1 technical support and service restoration for daily operations and project efforts. \*Provides support to technical staff in unit to do installs, configuration, troubleshooting, upgrading, and other licensing issues.
* Maintain repository of software and customer-facing website which includes versions, licensing restrictions, media locations, and installation methods. Prepare reports by collecting, analyzing, and summarizing information and trends.
* Contributes to service enhancements by identifying and quantifying customer requirements, delineating the gaps between customer requirements and the capabilities of existing software and technologies, and recommending proactive improvements.
* Assists other team members in the development and updating of customer and technical support knowledge base documentation.
* Assist team members and customers in efforts to develop, design, implement, and continuously improve the service.
* Assist in maintaining and updating knowledge of software policies and procedures. Develops and follows best practices and procedures and shares knowledge with team members.

**Organizational Competencies**

Successful candidates will be expected to demonstrate in this role the following organization competencies, but not limited to: (Standard language. Do not change)

*Copy and paste key competencies at least 3 from Job Description - NOTE: competencies language changes with level selected*:

*CREATIVE PROBLEM SOLVING* - Demonstrated ability to prevent and solve simple problems, seeking help from others when required.

*QUALITY SERVICE*- Demonstrated ability to establish and maintain effective relationships with internal and external customers in a manner that consistently meets the organization's expectations for exemplary customer service.

*BUILDING RELATIONSHIPS/ INTERPERSONAL SKILLS* - Respects diversity; demonstrates respect for the opinion of others; values each person's contribution to the team. Demonstrated ability to develop and maintain positive and cooperative relationships, inside and outside of workgroup, interacting in a friendly, open, honest, and accepting manner.  Maintains agreed upon levels of confidentiality.

*FLEXIBILITY/ADAPTABILITY TO CHANGE* - Understanding and accepting the need for change, cooperating in implementation, and constructively voicing concerns and proposing alternatives.

**REQUIRED QUALIFICATIONS** *(Copy and paste all from Job Description)* **:**

* Associate’s degree in computer science or a related field, or equivalent combination of education, certification, and experience
* Minimum of one year experience in a customer service role including prioritization, troubleshooting, and gathering requirements and perform analysis on customer needs
* Demonstrated ability in troubleshooting software problems on current versions of Windows & MAC OS
* Demonstrated ability to leverage appropriate technical tools to perform day-to-day analysis tasks and reporting

**DESIRED QUALIFICATIONS** *(Copy and paste all from Job Description)* **:**

* Bachelor’s degree in computer science or a related field
* Familiarity with Sharepoint
* Familiarity with U of M policies and procedures
* Working knowledge of software installation and licensing technologies

**WORK SCHEDULE**

Punctual, regular, and consistent attendance is required.

**WORK LOCATIONS**

Ann Arbor Campus

**ADDITIONAL INFORMATION**

The University of Michigan was featured as one of the "Great Colleges to Work For" in the 2016 [Chronicle of Higher Education](http://chronicle.com/interactives/greatcolleges16?cid=cp47).

The University of Michigan is a recipient of the 2015 Seal of Distinction by the [WorldatWork Alliance](http://www.awlp.org/awlp/seal/recipients.html), recognizing strategies and practices that help employees achieve success in work-life effectiveness.

The University of Michigan is ranked as the 14th top university in the world, up five spots from last year, according to the [2016 Times Higher Education World Reputation Rankings](https://www.timeshighereducation.com/world-university-rankings/2016/reputation-ranking)!

This position may work with and/or support systems that maintain or process sensitive institutional data as defined by university policy.   Successful candidates must comply with federal, state, and local law, and/or university policies or agreements that require the university to implement specific privacy and security safeguards, including but not limited to ITAR, EAR, HIPAA, and FISMA. Responsible for protecting data and information from unauthorized release or from loss, alteration, or unauthorized deletion; and, following applicable regulations and instructions regarding access to computerized files, release of data, etc. as stated in a computer access agreement which the incumbent signs.

**Additional Requirements/Physical Demands**

Majority of work requires the ability to remain in a stationary position utilizing a computer and on the phone.

**APPLICATION DEADLINE**

Job openings are posted for a minimum of seven calendar days.  This job may be removed or extended from posting boards and filled any time after the minimum posting period has ended. Please check <http://umjobs.org> for updates on the Job Detail section of the posting to confirm application deadline.

**UM EEO/AA STATEMENT**

The University of Michigan is an equal opportunity/affirmative action employer.