



Office of Legislative Counsel  
925 L Street  
Sacramento, CA 95814-3702

## **Duty Statement**

### **Information Technology Hardware & Software Asset Management**

**Job Title:** Information Technology Associate (ITA)

**Working Title:** IT Business Analyst

**Statement of Duties:** Under the general supervision of the Information Technology Supervisor II (IT Sup II), the ITA in the Information Technology Asset Management Unit of the Information Technology Business Group (ITBG), performs analytical work of Information Technology (IT) hardware, mobile devices and software inventory/licensing requirements and assists with coordination of activities in the IT Asset Management Unit. The incumbent works on a wide range of IT asset management (ITAM) tasks, assignments and projects and provides complex business analyses for the enterprise on various hardware and software asset receiving, tracking, harvesting, and understanding all aspects of IT hardware and software life cycle practices; provides various IT asset reports and software purchase quotes; gathers requirements to produce a software solution; regularly maintains data collection hardware and software system; develops processes, procedures, and policies to adapt with industry change. The incumbent must have the ability to troubleshoot, investigate and resolve problems and requests in a timely fashion. The incumbent reviews enterprise software licenses especially with top software products identified in the software asset management (SAM) compliance program; periodically performs internal software audits; performs as a customer services advocate providing customer support and assistance. The incumbent identifies business needs and cost saving opportunities and makes recommendations to assist management with decision making which pertains to software.

**Supervision Received:** The ITA reports directly to an IT Sup II.

**Typical Physical Demands:** Frequent sitting, standing, keyboarding, use of mouse, scanning and logging records.

**Typical Working Conditions:** Shared/personal cubicle/office in a warehouse environment. Offer hybrid work schedule. Use of PC, Windows 11 and Microsoft 365 & Office, software compliance tool, Oracle Fixed Assets, AirWatch, Microsoft System Center Configuration Manager, IT asset management reporting tool, procurement and contract tool, and IT service management tool. Use of general office equipment such as printers, multifunctional copier printer scanner, telephone, and warehouse equipment such as ITAM Scanner Application is frequent.

**Shift Hours:** Core business hours are 8:00 am – 5:00 pm. The incumbent is expected to be available during core hours. Schedule may be adjusted and is contingent upon business needs. This position may be eligible for some telework opportunities with in-person attendance required based on operational needs.

## **Essential Functions**

- 25% Analyzes customers' requirements according to their requests for specific services pertaining to software purchase quotes, software installation requests, performs new software product assessments, provides customers with software recommendations and providing software reports. Uses analysis methods, specifically designed tools and databases, and effective techniques and resources to produce a solution that meets the enterprise SAM guidelines, license entitlement and customer business needs as approved by Office of Legislative Counsel (OLC) management. Identifies potential cost savings opportunities relating to software and support costs; manages license transfers during computer upgrade project and computer swap, and assists Field Services team with how to install software. Manages IT assets by updating asset inventory, performing and auditing inventory, resolving inventory exceptions, monitoring IT asset operations, handling IT asset hardware end of life cycle, preparing IT asset for disposal.
- 20% Uses ITAM tools, systems, applications, and office equipment to track and to manage accurate records of the enterprise IT hardware inventory and software licenses. Translates software licensing terms for both data collection and technical requirements to meet business demands. Works on IT hardware and software inventory activity to ensure accuracy in receiving, storing, distributing, harvesting, and assigning IT hardware and software according to specific requirements. Understands, interprets, and applies terms and conditions of licensing agreements, state and federal laws and regulatory requirements to ensure software license compliance. Ensures license entitlement is captured comprehensively and accurately in order to produce an effective license position and to mitigate exposure to financial and legal risks.
- 10% Works closely with IT Contracts & Procurement, assisting in processing software renewals and server maintenance renewals. Builds strong working relationships with Information Security Office, Field Services, Customer Support Division, Member Offices Division, Requirements, User Interface and Tools, Legal, other public offices, and other relevant teams to ensure software acquisitions, inventory tracking and utilization are understood by all stakeholders; and to meet the service objectives of the OLC Mission and Goals.
- 10% Supports day-to-day operations as a customer-facing group for the entire enterprise. Works as a team member of highly complex projects using project management tools and techniques to define tasks, estimate the time required to complete each task, assist the lead person in completing assignments, assist in implementing project activities, monitor progress, review products and deliverables, prepare and conduct presentations, and report status as required by management.
- 10% Gathers business requirements to provide a software solution that best fits customer needs. Analyzes industry trends, changes, and ITAM needs to make business process improvement that meets the growing demand of the enterprise customer business needs as approved by OLC management.
- 10% Makes decisions and provides technical assistance as an associate to project team leaders and members, OLC management, and legislative customers to facilitate the effectiveness of project support services provided to meet project objectives. Performs analysis of data collection practices

such as cycle counts, physical counts, using analysis methods to produce documented inventory control procedures that meet the approval of OLC management, and enforces those procedures to ensure accurate maintenance of inventory records.

- 10% Performs analysis of ITAM and SAM compliance program, practices and follows state guidelines in the State Administrative Manual, using analysis methods and asset management tools to produce documented inventory control process and enforce those procedures to ensure accurate maintenance of inventory records and software compliance; periodically performs internal software and IT hardware audits and implement processes to ensure proactive audit readiness that meet the approval of OLC management.
- 5% Uses effective communication skills to gather, write and update ITAM's procedures upon team review completion and/or team consensus, making sure they are current and correct.

Incumbents are expected to model OLC values and demonstrate the following personal characteristics:

- Establishment of effective interpersonal relationships, dealing tactfully with all OLC staff, Legislators, legislative staff, other public agencies, and members of the general public.
- Adaptability to changing work priorities and fluctuating work hours and assignments; ability to work well during stressful situations.
- Willingness to accept increasingly difficult levels of responsibility and assist in other areas of the office, as needed, and to take on special projects as they occur.

***I have discussed with my supervisor the duties of the position and have received a copy of the duty statement. I certify that I am able to perform the duties of this position with or without reasonable accommodation.***

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Signature of Employee

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Date