

Software Asset Analyst

Closing Date: 23rd June 2021

Location: London, Birmingham, Sheffield, Nottingham & Glasgow

Salary Range: London (£30,845 - £37,014) National (£24,002 - £28,802)

Interviews: 19th July 2021

The Role

We're recruiting for a Software Asset Analyst here at [MoJ Digital & Technology](#), to be part of our warm and collaborative Service Operations team.

We're looking for a talented and tenacious person to join our Service Operations teams, working within our Software Asset Management function, delivering world-class services in the justice system. We use cutting-edge technology and tools to make rapid but meaningful improvements to public services that live up to the unique challenges of MOJ's responsibility to society.

You will contribute to the development and delivery of a high-quality Software Asset Management service. You'll work in the service integration and management (SIAM) model and essential to your success will be the ability to build and maintain effective relationships with a variety of suppliers, both internal and external, and business stakeholders.

To help picture your life at [MoJ D&T](#) please take a look at our [blog](#) and our [Digital & Technology strategy](#).

Key Responsibilities:

- Support the monitoring and optimisation activities for Software licence assets, including re-harvest of unused accounts to drive down cost and mitigate any risk.
- Coordinate the production of weekly / monthly / adhoc, reports ensuring accuracy, consistency and standardisation.
- Support activities inc: Joiner, Mover, Leaver (JML) to deliver key efficiencies, ensuring processes are 'fit for purpose' and recommending improvement opportunities which would benefit the team and the wider organisation.
- Ensure process, procedure and work instruction documentation is up-to-date and followed.
- Manage the development and on-going maintenance of the Software Licence renewal Tracker.
- Collaborate with the business and other key stakeholders to ensure software licence renewals and new catalogue requests are processed in a timely manner, ensuring VFM.
- Develop and support effective communication mechanisms between internal and external stakeholders participating in workshops, where appropriate.
- Work with tools and technologies as required to support the tracking of software Licence Assets.
- Act as a point of contact for internal and external software licence enquiries, handling enquiries in an efficient and professional manner

- Ensure Software Licence Management Key Performance Indicators (KPIs) are monitored and met.

If this feels like an exciting challenge, something you are enthusiastic about, and want to join our team please read on and apply!

This is a Band C role with a salary of **(£30,845 - £37,014)** plus great benefits:

- 37 hours per week and flexible working options including working from home, working part-time, job sharing, or working compressed hours.
- We are committed to nurturing our staff and provide lots of training and development opportunities with learning platforms such as: Linux Academy, O'Reilly, Pluralsight, Microsoft Learning, Civil Service Learning, GDS Academy, etc.
- 10% dedicated time to learning and development with a budget of £1000 a year per person
- Generous [civil service pension](#) based on defined benefit scheme, with employer contributions of 26-30% depending on salary.
- 25 days leave (plus bank holidays) and 1 privilege day usually taken around the Queens' birthday. 5 additional days of leave once you have reached 5 years of service.
- Compassionate maternity, adoption, and shared parental leave policies, with up to 26 weeks leave at full pay, 13 weeks with partial pay, and 13 weeks further leave. And maternity support/paternity leave at full pay for 2 weeks, too!
- Wellbeing support including access to the Calm app.
- Nurturing professional and interpersonal networks including those for Careers & Childcare, Gender Equality, [PROUD](#) and [SPIRIT](#)
- Bike loans up to £2500 and secure bike parking (subject to availability and location)
- Season ticket loans, childcare vouchers and eye-care vouchers.
- 5 days volunteering paid leave.
- Free membership to BCS, the Chartered Institute for IT.
- Some offices may have a subsidised onsite Gym.

Person Specification

Essential:

- **User focus** - Understands users and can identify who they are and what their needs are based on evidence. Able to translate user stories and propose design approaches or services to meet these needs and engage in meaningful interactions and relationships with users. Puts users first and can manage competing priorities.
- **Understanding of service management framework** - Has an in-depth understanding of Service Management Framework principles and processes and the ability to apply the technical knowledge in project or programme activities. Level 3 Service Management Framework qualification required.

- **Service focus** - Maintains focus on the whole life of service delivery - designs, develops, delivers and operates. Ensures that a set of IT products, suppliers and vendors come together to deliver an IT service.
- **Relationship management** - Identifies, analyses, manages and monitors relationships with and between stakeholders. Clarifies mutual needs and commitments through consultation and consideration of impacts. For example, the co-ordination of all promotional activities to one or more customers to achieve satisfaction for the customer and an acceptable return for the supplier; assistance to the customer to ensure that maximum benefit is gained from products and services supplied.
- **Ownership and initiative** - Takes ownership of problems and proactively resolves technical problems, ensuring that technical solutions continue to meet business requirements. Takes full accountability for actions taken and decisions made.
- **Strategic thinking** - Able to have an overall perspective on business issues, events, activities and an understanding of their wider implications and long-term impact. This could include determining patterns, standards, policies, roadmaps and vision statements. Can focus on outcomes rather than solutions and activities.
- **Service Reporting** - Takes management information and consolidates agreed key performance indicators into product or service measures that underpin service management of a specific product or service.
- **Business analysis (IT operations)** - Able to visualise, articulate, solve complex problems and concepts, and make disciplined decisions based on available information. Such skills include: demonstration of the ability to apply logical thinking, gathering and analysing information using comprehensive tools and techniques, the use of data to formulate both short-term day-to-day and long-term strategic plans, and the ability to identify and analyse options, and assess feasibility and operational impact. Ensures that the business solution aligns with the vision, mission, objectives, strategy, business and user needs and can identify and recognise a viable solution or control.

Desirable:

- **Continual service improvement** - Identifies and explores opportunities for service and business improvement. Drives the analysis, identification, prioritisation and implementation of improvements and efficiencies, thereby ensuring that the organisation derives maximum value from services. This includes recognising the potential for automation of processes, determining costs and benefits of new approaches and managing change or assisting implementation where needed.
- **Broad technical understanding** - This specific knowledge underpins an individual's ability to deliver the responsibilities and tasks for their role. This relates to the application of the required breadth and depth of technical knowledge. This also includes staying abreast of industry developments to make cost-effective use of new and emerging tools and technologies.
- **Asset and configuration management** - Conducts the lifecycle management for assets including hardware, software, intellectual property, licences, warranties. This includes managing usage, disposal, compliance, inventory, sustainability, cost optimisation and protection of the asset portfolio. Helps to improve investment

decisions and capitalise on opportunities. Complies with international standards for asset management. Documents information relating to the assets including identification, classification and specification of all items, and information related to storage, access, versions, etc. Is able to apply status accounting and auditing in line with relevant criteria.

We welcome the unique contribution diverse applicants bring and do not discriminate on the basis of culture, ethnicity, race, nationality or national origin, age, sex, gender identity or expression, religion or belief, disability status, sexual orientation, educational or social background or any other factor.

Our values are Purpose, Humanity Openness and Together. Find out more [here](#) about how we celebrate diversity and an inclusive culture in our workplace.

How to Apply

Candidates must submit a **CV and statement of suitability (500 words)** which describes how you meet the requirements set out in the Person Specification above.

In D&T, we recruit using a combination of the [Digital, Data and Technology Capability](#) and [Success Profiles](#) Frameworks. We will assess your Experience, Technical Skills and the following Behaviours during the assessment process:

- Delivery at Pace
- Managing a Quality Service
- Working together
- Making Effective Decisions
- Seeing The Bigger Picture

Your application will be reviewed and sifted against the Person Specification above by a diverse panel.

Successful candidates who meet the required standard will then be invited to a 1-hour panel interview held via video conference.

Should we receive a high volume of applications, a pre-sift based on your Technical & Experience skills will be conducted prior to the sift.

Further Information

Please review the following [Terms & Conditions](#) which set out the way we recruit and provide further information related to the role.

If you have any questions please feel free to contact recruitment@digital.justice.gov.uk