Position Title: Software Asset Management Administrator
Organisation Unit: Information Technology Services
Position Number: 
Type of Employment: Fixed Term (6 months with possible extension), Full Time
Classification: HEW Level 6

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (65). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://un quest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The Division of Information Technology Services (ITS) at The University of Queensland provides an information environment that supports the teaching, learning, research and engagement objectives of the University and contributes positively to the student experience and the University’s reputation, in line with our values of Service, Team, Accountability and Results. It delivers network, systems and IT infrastructure support to the University, and application development. Also located within ITS is the internationally recognised network security group, AusCERT, which provides Internet security services throughout Australia and New Zealand. ITS manages core networks not only for the whole of The University of Queensland but also works with other Queensland universities to manage access to the national university network (AARNet). ITS also operates research computing infrastructure and hosts many of the University’s largest servers.

For further information visit our website www.its.uq.edu.au

The Software Asset Management Project will be undertaken to enhance effective IT asset management at UQ, reduce compliance risk and facilitate the realisation of software consolidation benefits.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

The role of Software Asset Management Administrator is to be a key project team member responsible for enhancing UQ’s current software and hardware asset management data, and implementing improved software asset management governance and processes across UQ. During the project term, this role will also be responsible for administering the University’s IT asset management tool (Flexera FlexNet Manager). This role supports and operates under the guidance of the Licensing Specialist / Project Manager assigned to the project.

Duties

Duties and responsibilities include, but are not limited to:

IT Asset Management Administration

- Assist Licensing Specialist to identify opportunities for improvement in UQ’s current IT asset management implementation, practices and data.
- Implement identified improvements to UQ’s IT asset management systems and practices.
• Process bulk data management tasks related to licence purchases and hardware asset management in accordance with the agreed strategies.

• Run reports and conduct ongoing reviews of FlexNet to:
  o ensure data entered into FlexNet is accurate and correctly formatted.
  o ensure incomplete software purchase registrations are actioned by the responsible person.
  o ensure non-compliance is reviewed and resolved by the responsible person.

**Process Improvement and Automation**

• Assist Licensing Specialist to develop new procedures for software asset management.

• Work with a FlexNet expert and other ITS teams to implement appropriate integration and automation to reduce the manual tasks involved in full software licence registration in FlexNet.

• Ensure preferred software supplier provides information required for licence creation in FlexNet and explore opportunities for automation.

**Stakeholder Engagement**

• Assist Licensing Specialist to engage with IT asset management stakeholders across UQ.

• Develop and maintain software compliance guidelines.

• Develop and maintain FlexNet training material.

• Assist Licensing Specialist in providing training in the use of FlexNet as necessary.

• Work with UQ IT teams to embed new processes and responsibilities.

**Software Consolidation**

• Assist Licensing Specialist to identify opportunities for software consolidation.

• Progress identified software consolidation activities.

• Implement a workflow that allows available licences to be utilised (re-harvested), rather than additional licences purchased.

• Any other duties as reasonably directed by your supervisor.
Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- the University’s Code of Conduct
- requirements of the Queensland occupational health and safety (OH&S) legislation and related [OH&S responsibilities and procedures](#) developed by the University or Institute/School
- the adoption of sustainable practices in all work activities and compliance with associated legislation and related University [sustainability responsibilities and procedures](#)
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related [responsibilities and procedures](#) developed by the University

Organisational Relationships

The position reports to the Category Manager (ICT), IT Governance and may be required to direct other professional or technical staff on work relating to the Software Compliance Management project.

SELECTION CRITERIA

**Essential**

- Qualifications and training equivalent to an undergraduate degree in IT, business or related field and significant relevant experience; or an equivalent combination of relevant experience and/or education/training.
- Knowledge and demonstrated experience in software asset management.
- Knowledge of Flexera FlexNet Manager.
- Well-developed interpersonal and communication skills, with the ability to effectively work with and influence stakeholders.
- Analytical skills sufficient to assess problems and propose appropriate solutions.
- Demonstrated commitment to delivery of outcomes, and a self-motivated, positive and enthusiastic approach to achieving goals through effective team and individual work.
- Organised and methodical approach to tasks.

**Desirable**

- Broad knowledge of information technology and experience working in a large IT department.
- Experience in working in the higher education sector.
- Experience delivering outcomes in an IT project context.
- Experience in both hardware and software asset management using Flexera FlexNet Manager.
The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.