

## **IT Sourcing Analyst**

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### **DEFINITION**

Work at this level involves the planning and coordination of activities associated with the procurement, acquisition and asset management of a comprehensive range of IT products including hardware, software and related services. Employees are responsible for the development, implementation, operation and ongoing improvement of processes, procedures and planning requirements related to IT vendor contracts including establishing and integrating performance measures into IT contracts, ensuring vendors are meeting their contractual obligations, and facilitating resolution of contract or vendor related issues. The IT Sourcing Analyst provides recommendations for sourcing strategies to procure the most appropriate type of software license or service agreement, renewal options, and technical requirements to meet business needs.

Work involves considerable contact within IT providing consulting on product/service solutions for the implementation of new technologies, projects and strategies. Contact City-wide includes Materials Management/Law/Corporate Security, and all levels of management. Incumbents also have frequent daily contact with vendors to build and maintain relationships, act as the first point of contact, and consult on the more complex issues. Incumbents mentor less experienced team members, and may provide day to day supervision including coordinating and assigning work to subordinate technical, clerical or other operational support staff including contractors, providing advice and direction, ensuring correct processes are adhered to, and dealing with escalated issues.

### **TYPICAL DUTIES \***

Coordinate the acquisition and asset management of all IT hardware, software and related services including inventory controls, data, and lifecycle models.

Facilitate and participate in IT contract negotiations, RFPs and RFIs for all IT hardware, software or services.

Liaise between COE Clients and IT vendors' daily; establish new service options to meet evolving requirements; analyze and recommend hardware based on customer's business needs.

Develop and maintain procedures for contract management; modify existing services to meet business requirements; determine how to integrate new services with existing processes and technologies; modify processes and procedures.

Ensure software assets are properly managed and accounted for; manage inventory controls and data; manage software licenses; act as an escalation for software and service issues.

Prioritize and coordinate the renewal of vendor software and hardware maintenance and support agreements prior to contract expiry dates, and act as an escalation for complex renewals and contract maintenance.

Conduct/manage the auditing process for hardware (i.e physical audit of all laptops, data audits) monthly; coordinate software license audits. Develop reports for IT and for all COE as required.

Develop and document processes for procurement, lifecycle, contracts and asset management; evaluate and recommend changes to improve processes based on statistical/operational research, and industry best practices; establish processes for new Service Providers.

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Liaise with Law regarding agreement terms; communicate with vendors on changes; consult with Materials Management to arrange and collaborate on contracts.

Perform other related duties as required.

### **KNOWLEDGE, ABILITIES AND SKILLS**

Highly developed knowledge of IT computer hardware and software requirements and issues.

Ability to understand client requirements and problem solve accordingly in an IT environment.

Knowledge of basic and advanced features of standard and specialized software (MS Office, SAP).

Considerable knowledge of IT procurement policies and procedures.

Ability to make decisions in accordance with established policies and procedures including the ability to develop and implement processes improvements.

Ability to read and interpret the complex terms and conditions of software license agreements and contract language.

Ability to work in a high volume environment while prioritizing competing priorities and maintaining a high level of accuracy and attention to detail.

Strong organizational skills, including the ability to plan, prioritize, schedule and execute work assignments; ability to provide guidance and direction to less experienced staff.

Excellent communication and interpersonal skills to effectively interact and maintain working relationships with all levels of the organization including senior management and external stakeholders.

Ability to work independently and as a member of a team.

### **TRAINING AND EXPERIENCE REQUIREMENTS**

#### **Job Level**

- Post secondary Diploma in a related discipline and 3 years of relevant experience
- OR 1 year related Certificate\* and 4 years relevant experience

*\*Relevant certificate programs generally have a minimum of 700+ instructional hours and will include relevant course work related to the position. Completion of the twelfth (12<sup>th</sup>) school grade or GED is required.*

*This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code				
Grade	022		024	
Originated:	2012			
Last Updated:				
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