IT Sourcing Technician

DEFINITION

Work at this level involves facilitating activities associated with the lifecycle of procurement and asset management of a variety of IT products including hardware and software. The primary purpose of this role is to ensure IT assets and contracts are compliant with the licensing, warranty agreements, terms and conditions, and meet business requirements. Incumbents independently carry out specialized functions related to the acquisition of hardware, software, IT contracts and agreements in accordance with policies, processes and procedures and ensure hardware and software contracts and their asset records are properly managed, tracked and updated.

TYPICAL DUTIES *

Receive requests for IT related goods and services in the relevant issue tracking system; analyze request and clients requirements; research availability of software licenses and existing contracts and procurement options; tabulate quotes; provide technical recommendations; consult with client(s) and receive necessary approvals.

Monitor contract terms and conditions, and ensures license/contract compliance; initiates contract renewals; determine the requirements and actions required to initiate activities; ensure processes are carried out in a timely manner in order to meet contractual deadlines and business needs.

Facilitate activities and logistics related to installation, moves, additions, changes, upgrades and evergreening of a variety of IT products; resolve any issues regarding these services.

Monitor service level agreements and consult with clients, vendors and internal IT groups to help coordinate and resolve licensing/contract issues and hardware/software issues.

Consult with Materials Management to ensure all requirements are in accordance with policy and regulations for each contract; check requirements for accuracy and completeness.

Create standard and complex purchase orders and requisitions in the relevant system for various IT products; process invoice payments; research and follow-up on any discrepancies.

Maintain and administer contract, vendor and asset records to ensure comprehensive, accurate data is documented and tracked. Assist in gathering information and generating reports to be used for internal/external audits.

Process the termination of expired contracts; notify the appropriate parties; update records.

Create and maintain hard copy contract files to retain historic and relevant software, hardware, and contract information.

Ensure that processes and procedures are adhered to; recommend changes and assist with process improvements; document processes as required.

Assist in the ongoing hardware refresh process; verify accuracy of information; identify changes; investigate conflicting data; create change requests; obtain necessary approvals.

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Provide guidance and coaching to more junior internal staff to promote a learning environment and assure that work processes are standardized within the area.

Perform other related duties as required.

KNOWLEDGE, ABILITIES AND SKILLS

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 read and interpret contract language.

Ability to make decisions in accordance with established policies and procedures.

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

Good inter-personal and written communication skills.

Significant degree of ability to comprehend current practice and recommend improvements.

Understand how processes lead to end result.

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 1 year of relevant experience
- OR 1 year related Certificate* and 2 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 (12th) 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	21M	21A	21B	21C
Job Code	3273		3272	
Grade	036		017	

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