

Position Description

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Position Number: 02007762
Dept: ENT APPS & INFRASTRUCTURE SVCS - 061419
Position: SLC COORDINATOR
Approved Payroll Title Code: 7559
Approved Payroll Title: BUS TCHL SUPP ANL 3
Approved MSP Salary Grade:
Approved PSS Salary Grade: PSS21

POSITION DETAILS

Job Summary: Under the limited supervision of the Supervisor, be a campus licensing expert for software, in order to advise and coordinate with campus IT leaders and committees and the UC-system, and maintain operations within the Software License Coordination (SLC) unit.
Provide client consulting services and support for the Software License Coordination (SLC) unit. Acts as a liaison between the unit and the campus community for licensing needs.

Campus Job Scope:

Department Specific Job Scope: This position works with the entire UCD Campus, Health System and other UC campuses. High campus impact as it supports mission-critical systems and applications used by the entire population of student, faculty, staff, and university affiliates.

Positions Supervised: NA
45% Software Licensing and Coordination Support
Tier 2 supports for responding to customer inquiries and support requests, researching answers and troubleshooting as necessary. Work with Tier 1 levels during escalation, and follow up after issue is resolved.

Essential Responsibilities: Negotiate perpetual and term license agreements for end-user organizations to install and run software. Negotiate cost-effective changes (hardware and software), based on a present and future needs analysis.

Maintain relationships with outside vendors.
Review IT resource expenditure and volume purchase agreements (hardware and software) with senior management.
Ensure a regular review of all acquisition and financial processes
Develop and help institute pricing and the distribution strategies and processes.
Record, analyze and prepare reports on campus-wide interest in and usage of software and training products and services.
Request price quotes and assist negotiations with vendors and in reviewing contracts; coordinating with various campus units and other UC campuses.

Work with the Supervisor to develop and communicate strategies, recommendations, and resolutions to the non-technical campus community and IT representatives.

Draft and send communications to the campus community. In coordination with the EAIS Director and the Supervisor, represent the UC Davis on the UC-wide UC Technology Acquisition Support (TAS) group to other UC campuses.

Understanding and knowledge of software asset management to update, maintain and manage the software database

Provide thorough documentation of all procedures and processes related to software purchasing lifecycle and products.

Process sales and reports in an order entry and billing system.

40% Campus and UC-Wide Software Projects

Assist in leading campus and UC-wide initiatives, focusing on major, enterprise-wide projects that are mission critical, cross organizational boundaries, and often involve UC Davis heads of IT, advisory committees, and representatives of wide-ranging constituencies.

Develop and communicate strategies, recommendations, and resolutions to the non-technical campus community and IT representatives.

Independently develop, implement, and oversee project plans, make decisions, and coordinate and communicate with the campus and UC-system.

Analyze needs for formal documentation and produce complex RFP/RFQ/RFI and business requirements documents.

Research, draft, propose, and finalize intricate technical and project specifications.

Create documentation and ensure all project documents and plans are maintained and auditable.

Author and distribute communications and articles to the entire campus, the UC-system, and other institutions of higher education.

15% Special Projects and Assignments

Assist workgroups, department, or division with special software and training related projects.

Work on short-term and long-term assignments within the division.

Physical Demands:

Use computer equipment and work with clients via telephone for extended periods of time.

Travel between campus and off campus locations.

Work alternate or extended hours on short notice.

Work schedule and/or vacation restrictions.

Work Environment:

Work in a busy office environment with frequent interruptions.

UC Davis is a smoke and tobacco free campus effective January 1, 2014. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.

Background Check:

Yes

QUALIFICATIONS

Minimum Qualifications:

Experience making high level decisions to identify and interpret business, campus, and UC system-wide needs for computer software agreements, information, and other technology-related requirements.

Experience evaluating, addressing, and managing evolving policies, business requirements, and technologies to make strong recommendations and develop effective strategies.

Experience to gather appropriate data (e.g., actual costs, recovery amount, usage, pricing, competitive pricing, trends) based on an understanding of the missions and operations of department units, direct requests, project meetings, and/or professional experience and observation to facilitate comparisons and/or purchases.

Experience and skills to prepare and present information, recommendations, and strategies to all levels of the enterprise UCOP, and other institutions of higher education and audiences with technical and non-technical backgrounds.

Customer service skills to exercise tact, diplomacy and professionalism to translate client needs and problems into solutions.

Experience to organize, format, and express ideas assertively, clearly and concisely during high-impact discussions.

Organizational skills to prioritize and complete work.

Knowledge of computers, operating systems, software, and terminology.

Experience with negotiating and managing software licensing contracts.

Written and interpersonal communication and diplomacy skills to interact with others (including faculty, administrators, students, staff and vendors), and to provide technical solutions to non-technical audiences.

Preferred Qualifications for Selection:

Experience writing high-level correspondence; articles; reports; policies and procedures; agreements, RFP/RFQ/RFI, and business requirement documents.

Ability to learn and communicate about common computer problems and troubleshooting techniques.

Knowledge of total quality/customer service approach in everyday activities.

Word processing, HTML and some database skills to keep the SLC website current.

Expectations

- Read and follow the UC Davis Principles of Community.
- Convey a helpful and positive attitude in support of the department's client service environment.
- Ensure that the SLC website has current and accurate information at all times.
- Communication skills to effectively present information (oral, written, presentation, documentation).
- Effectively interpret and apply department, IET, campus, and University policies, missions, goals, and objectives.
- Communication skills to understandably and effectively describe technical requirements to technical and non-technical audiences.
- Work cooperatively with others to achieve and maintain a strong client service environment.
- Highly motivated and results orientated.
- Excellent organizational and analytical skills.
- Willingness to learn and apply new technology and willingness to develop skills to promote professional growth.
- Be familiar with, and comply with, specific and detailed safety procedures and practices.
- Use tact and diplomacy for interactions with others.
- Support departmental goal of providing positive, innovative and effective customer service through performance of job functions.
- Work cooperatively and collaboratively with others in support of the mission of UCD.
- Work with a diverse group of people in such a manner as to build high morale and group commitments to goals and objectives.

Job Expectations