

## **JOB DESCRIPTION**

### **Job Title: Licensing Specialist – Team Leader**

Concorde offer innovative products and solutions to organisations looking to better manage and account for how they consume software. The company has awards from Microsoft and has just been awarded Gartner 'Cool Vendor' status. During this exciting time, we are expanding our licensing team and are looking to recruit self-motivated and dynamic individuals who want to be part of the continuing success story.

We are looking for an experienced Senior Licensing Analyst with leadership experience to join our back office team in Goring. The Licence Analysis team enables customers to establish their 'Effective Licence Position' (ELP) and then manage their licence base-line on a continual basis. You will be expected to lead the team; ensuring resources are available and allocated to a wide range of projects; supporting our customers and partners in delivering a true SAM solution and working with clients across the world. This is also a hands-on role, and you will be providing expertise and knowledge to produce ELPs in your own right.

Our ideal candidate will have 3-5 years of detailed experience in delivering complex software licensing positions for one or more significant vendors, such as Oracle or IBM, either from within an organisation, or with an outsourcer, consultancy or LAR. The role is office-based in Goring-on-Thames near Reading, with minimal requirement to travel to customers.

### **ROLE PURPOSE**

- To lead the Licensing Analysis team, ensuring resource availability and allocation to meet and exceed SLAs, contributing to customer satisfaction
- To ensure the production and delivery of Licence Position documentation to a consistently high standard
- To ensure compliance with appropriate internal and external standards, including ISO19770
- To motivate and manage the team, ensuring individual development plans are maintained and achieved
- To co-ordinate with Concorde's customers, partners and Vendors to collect 'Proof of Entitlement' (PoE) for software purchases and catalogue the PoE information into the hosted SAM tool (ComplianceConsole)
- To accurately review and match the licence information to the software products identified by inventory tools and matched against a software library
- To review and report accurate compliancy status for selected Vendors
- The role requires the ideal candidate to work effectively and seamlessly with other parallel teams within an overall service framework

### **KEY ACCOUNTABILITIES**

- **Relationship Management:**
  - Develop strong relationships with other members of the Business As Usual SAM Team
  - Develop and nurture relationships with customers, partners and vendors
- **Communication Skills:**
  - Communicate to the SAM Service Delivery Manager any issues/risks to the customer/partner from licensing issues
  - Communicate with the Software Data Analysis team to assist in the identification of software when required
  - Communicate with the Account Team or Partner to ensure that a regular and accurate report is available and is meeting the customers' requirements
- **Delivery of SAM Service:**
  - Work with the Software Data Analysis team to accurately identify software products that have been found on client PCs and Servers

- Work with PoE to manually match to applications, where automatic reconciliation is not possible
- Liaise with Licensing Specialists for support on reconciliation on complex licensing issues
- Provide accurate report of findings
- Provide recommendations for process improvement

#### KEY SUCCESS CRITERIA

- In delivering high quality and timely Software Licence Management the following are essential:
  - Excellent attention to detail
  - Accurate data entry skills
  - Ability to create and maintain the IT software register
  - Ability to present accurate analysis and reports
  - Strong team player and leader with the capability and initiative to work independently

#### KNOWLEDGE, SKILLS AND EXPERIENCE

- **Essential Experience**
  - A detailed knowledge of complex software licensing for significant vendors
  - Team leadership, resource planning and allocation, development of team personnel
  - Attention to detail on high-volume databases
- **Desirable Experience**
  - Knowledge and appreciation of Software Asset Management
  - Exposure to software licensing principles
  - Knowledge of Audit/Licence management tools
  - Experience of working within a Service Delivery Team
- **Personal Attributes**
  - Self-motivated and tenacious
  - Ability to handle multiple and varied tasks
  - Able to work well with a small team and communicate with individuals at all levels
- **Qualifications (Desirable)**
  - ITIL Foundation
  - MCP – Licensing or SAM optimisation
  - BVPS
  - ISEB – SAM Essentials

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<b>Salary</b>	GBP £35-40000 Annual Salary
<b>Career Level Required</b>	Experienced team leader
<b>Experience Required</b>	3+ years in licensing
<b>Education Required</b>	Higher education/graduate
<b>Job Type</b>	Permanent
<b>Job Status</b>	Full Time
<b>Hours/Shifts</b>	37.5

*If you are interested, then please e-mail your CV to [recruitment@concordeuk.com](mailto:recruitment@concordeuk.com)*