

New

Ministry

[Technology and Innovation](#)

Describe: Basic Job Details

Position

Position Number

Working Title (30 characters)

[Software Compliance Analyst](#)

Requested Class

Job Focus

Supervisory Level

Business Unit

Dept ID

Program Code

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

☐ Current organizational chart attached?

Supervisor's Position Number

Supervisor's Working Title (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Software Compliance Analyst is accountable for the establishment and operations of processes for maintaining compliance with software licensing agreements. Work performed includes analyzing license entitlements, understanding license agreements, reviewing discovery data and maintaining compliance data to assist with purchases and contract requirements. The Software Compliance Analyst will verify usage data and advise purchases based on project delivery needs and provide advice regarding optimization of entitlements and license usage. The scope of analysis will include both hardware and software licensing on-premise or in the cloud. This position will work with and receive guidance from a team of analysts within the Service Integration Branch.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities ([sample policy research job](#)):

1. Maintains accurate inventory of IT assets and associated licensing data.
2. Works with the Enterprise Licensing team to understand software entitlements and identify compliance issues.
3. Works with project, application and server teams to provide guidance on optimal deployment of software.
4. Assist with the reduction of licensing costs through analysis of usage data and providing recommendations on efficient use of resources.
5. Liaises with Client Service Management Teams as necessary to ensure that all day-to-day client priority issues are dealt with in a timely manner.
6. Provides software licensing recommendation during the acquisition of new services.

7. Maintains alignment with cross-government ICT standards by working closely with Service Alberta peers.
8. Stays current with changes to vendor licensing models and communicates impacts .
9. Create and maintain process documentation that aligns with current industry best practices for technology implementation and compliance.
10. Supports audit activities by gathering usage data as required.

Problem Solving

Typical problems solved:

- The position is involved in creating and maintaining the software compliance services used within Government of Alberta. This position will work closely with the Client Service Management team members and Ministries to create, maintain and manage the highly accurate compliance data. Performs complex analysis to report on issues.
- Performs analysis of complex legal agreement, providing solutions within the areas of responsibility; coordinates with implementation teams to validate licensing implication of upgrade/enhancement plans. Assists with problem-solving efforts often involving outside vendors and other support personnel and/or organizations.

Types of guidance available for problem solving:

The position requires diversity due to the breadth of technologies relying on the infrastructure and the complexity of the environment. This position requires a high level of creativity, problem solving abilities.

Direct or indirect impacts of decisions:

This position works under the direction of Service Integration analysts, applying good discretion when making decisions.

Key Relationships

Major stakeholders and purpose of interactions:

- **GoA Staff** - Requirements gathering, problem resolution, provide guidance and recommendations
- **Service Integration Team Peers** - Knowledge exchanges, technical analysis
- **Client Service Management Peers** - Information sharing, collaboration for new services.
- **Enterprise Licensing** - Information sharing, assists with license negotiations
- **Vendors** - Support issues, research and learning

Required Education, Experience and Technical Competencies

Education Level

Diploma (2 year)

Focus/Major

Other

2nd Major/Minor if applicable

Designation

If other, specify:

Computer related discipline

Job-specific experience, technical competencies, certification and/or training:

- Experience with application architecture or enterprise software deployments
- ITIL Foundation certification is preferred
- This position requires extensive use of analytical, planning, organization, evaluation and problem solving skills. The ability to detect and repair problems, independently and quickly, is paramount to this position.
- Broad understanding of the technical environment and linkages between systems
- Ability to communicate effectively to staff with a varying degree systems understanding (none to expert)
- Able to work effectively on a team as well as independently and handle high stress situations.
- Ability to read, understand and communicate the details of vendor specific license agreements
- Experience with aligning enterprise licensing with priorities of the organization

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Considers inter-relationships and emerging trends to attain goals:	Evaluates potential solutions and considers implications

		<ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	<p>Works with teammates to gain a better understanding of the impacts of various choices</p> <p>Understands both financial and technical implications of system deployments and can provide guidance</p>
Creative Problem Solving	○ ● ○ ○ ○	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<p>Works under the guidance of a team of analyst to resolve complex problems</p> <p>Performs common system tasks and researches solutions to problems when they occurs</p> <p>Performs complex data analysis to support decision making</p>
Develop Self and Others	● ○ ○ ○ ○	<p>Develops own career and reduces barriers for others:</p> <ul style="list-style-type: none"> • Creates development plan with supervisor and seeks feedback • Reflects on performance to identify areas of improvement • Offers knowledge and insight to others • Supports career development of direct reports 	<p>Identifies knowledge gaps and pro-actively seeks learning opportunities</p> <p>Works with a team analyst to understand current operating environment and procedures</p>
Agility	○ ● ○ ○ ○	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	<p>Able to adapt approach to a situation in an environment where variable frequently change</p> <p>Reaches out for guidance when potential solution is not clear</p>

Benchmarks

List 1-2 potential comparable Government of Alberta [Benchmarks](#):

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Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name

Date yyyy-mm-dd

Employee Signature

Manager/Director Name

Date yyyy-mm-dd

Manager/Director Signature

Executive Director Name

Date yyyy-mm-dd

Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature