

**Job Title:** Systems Analyst  
**Department:** Administrative Computing Services  
**Supervisor:** Administrative Computing Services Manager  
**Date:** January 2001  
**Updated:** April 2008

**A. PURPOSE OF THE JOB:**

Oversees the daily and long-term strategic management of software and licenses for the academic and administrative departments of Texas A&M University-Corpus Christi (TAMU-CC), and some University affiliates off-campus.

**B. DUTIES:**

Performs advanced professional and technical work supervising the analysis, development, implementation, and maintenance of departmental and campus software and licensing circumstances. Develops and implements procedures for tracking company assets to oversee quality control throughout their lifecycles. With additional direction from senior management, assists in forming procurement strategies for software technology across the organization. Work is performed under general direction with considerable latitude for the use of initiative and independent judgment.

1. Major Duties:

- a. Incumbent is responsible for all software licensing resources belonging to TAMU-CC including, but not limited to, physical media and documentation, product license codes, license agreements, purchase orders, any other relevant tangible and non-tangible software assets,
- b. Works closely with the Director of Purchasing with the negotiation of pricing, terms, and conditions of contracts with contractors and/or service providers,
- c. Formulates and implements processes and procedures for tracking and analyzing technical and financial data of University software from requisition through retirement,

- d. Tracks and maintains copies of software licenses, warranties, maintenance agreements, and vendor contacts,
- e. Manages and maintains a hardware and software audit server that remotely audits University computing assets,
- f. Develops, manages, maintains, and configures a web portal for the software and hardware remote auditing server,
- g. Compares licenses, warranties, maintenance agreements, and vendor contracts against audits to ensure the University's legal compliance and asset upkeep, upgrades, repair, and replacement,
- h. Enters all software serial numbers or identification tags into database/repository/asset management software and ensures information is up-to-date, accurate, and auditable,
- i. Performs inventories and usage monitoring of all Information Technology software assets and records all findings, changes, physical location, and incidences of support,
- j. Diagnoses, resolves, and manages complicated software licensing issues and additionally complies with software licenses for single and multiple users, maximizes legal use of software, and oversees huge software asset inventories,
- k. Tracks, analyzes, evaluates, and reports on the software licensing/maintenance and procurement budget,
- l. Develops and maintains software licensing and software auditing policies and procedures, provides consultative and training services to faculty and staff on Software Audit and Software Management policies and procedures,
- m. Performs long and short range planning related to assuring that TAMU-CC remains compliant with the Information Resources Management Act (Texas Government Code, Sec. 2054.124) and Federal Copyright laws,

- n. Investigates software under consideration to determine total cost of ownership throughout product lifecycle,
  - o. Negotiates pricing, terms and conditions of sale, and warranties of software products with key suppliers and vendors including the ability to identify opportunities for volume purchasing to obtain price breaks,
  - p. Explores opportunities for maximizing or exploiting unused or partially used IT software assets to achieve full efficiency, and
  - q. Monitors and analyzes trends in University spending and inventory control in order to make recommendations for the future, and to identify areas for possible savings and/or software asset optimization.
2. Occasional and subordinate duties: the incumbent is required to perform various operational duties such as:
- a. Planning and preparing technical software and licensing reports, memoranda, and instructional manuals as documentation,
  - b. Maintaining contact with hardware and software vendors,
  - c. Establishing policies and procedures for tracking the sign-in and sign-out of software,
  - d. Conducting regular evaluation of systems policies and procedures,
  - e. Serving on committees as appropriate, and
  - f. Performing other duties as assigned by senior management.

**C. KNOWLEDGE AND SKILLS:**

1. Education required: a Bachelor's Degree from an accredited institution with major course works in Computer Science, Management Information

Systems, or a related field. A minimum of two years of relevant experience in computer software analysis and budget/procurement experience in software licensing/maintenance is required as well as two years direct work experience in a contract management or purchasing and procurement capacity, including all aspects of strategy development and execution. Preferred experience with software management issues, FAMIS Accounting System, TAMUS (Texas A&M University System) Accounting/Budget/Purchasing policies and procedures, and certification in software management and/or advanced software management.

2. Skills required:

- a. Strong familiarity and technical competence with asset management software and/or inventory tracking systems such as Express Metrix, KeyServer, GASP, etc,
- b. Strong knowledge of contract regulations and laws,
- c. Experience and training with anti-piracy rules and regulations,
- d. Excellent contract management skills are essential,
- e. Effective bartering and negotiation skills,
- f. Strong written and oral communication skills,
- g. Ability to communicate systems and some legal information both orally and in writing,
- h. Ability to effectively communicate technical software licensing/maintenance concepts to faculty, staff, and vendors,
- i. Strong budgeting, inventory, and cost-management skills,
- j. Experience and training with systems development,
- k. Experience with budget management, purchasing procedures, and accounting principles,

- l. Demonstrate ability to conduct research and develop solutions,
- m. Working knowledge of the University's current computer systems and applications,
- n. Ability to prioritize and execute multiple projects in a high-pressure environment in order to meet deadlines, and
- o. Ability to thrive without close supervision, exercise independent judgment, and confidentiality in completing tasks.

**D. FISCAL RESPONSIBILITY:**

With additional direction from senior management, the incumbent is responsible for administering the software licensing and software maintenance procurement budget by tracking, analyzing, evaluating, and reporting on the purchases made for software licensing.

**E. APPLICATION OF KNOWLEDGE AND SKILLS:**

The most creative aspects of the job relates to diagnosing, resolving, and managing complicated software licensing issues. General issues to be dealt with are making addendums to licensing agreements and negotiating favorable licensing agreements with vendors in order to meet the software demands of faculty, staff, and administration. Some issues arrive stating higher than usual increases in renewals. Most issues are resolved internally and solutions are ascertained as either the result of the incumbent's experience, consultation with other departmental personnel, or a mix of all. Occasionally, the assistance of the Vice President for Technology is needed to resolve nonnegotiable situations.

**F. SUPERVISION:**

The incumbent has no administrative duties, but is governed by all rules, regulations, and laws relating to the operation of a state funded department. Additionally, policies of the University, and Media, Computer, and Telecommunications Services govern and are enforced by the incumbent.

**G. EXTENT OF PUBLIC CONTACT:**

The incumbent is required to interact with all members of the University community, some TAMUS personnel, and some personnel in state regulatory agencies.

1. Within the University: daily contact occurs with student, faculty, and staff.
2. Outside the University: daily contact occurs with a wide variety of non-University personnel. Typical daily contacts include a variety of vendors (city, state, outside the state, telephone, etc.), and personnel from other state agencies and schools.
3. Additional interaction: occurs with TAMUS personnel irregularly as a result of other University involvement with software auditing and interaction with members in the Department of Information Resources is required on an irregular basis.