

Software Asset Analyst Internship

**College to County Intern 2023 - Department of County Assets,
Information Technology Division**

Pay Rate: \$24 per hour

Job Type: Temporary College Intern

Duration: Summer 2023 - 12 weeks

Hours: 20 - 40 hours a week

Telework: Fully Remote

Building Physical Location: Multnomah Building

**Does This Position Require Driving a County Vehicle? If so, please
explain why and frequency:** N/A

What Does this position Do?

We conducted user research and designed and deployed a new software catalog that contains all of the software that can be obtained at Multnomah County.

What we need is to clean up the backlog of low quality data that needs to go into the inventory and the customer-facing software catalog. The intern would need to research each software title (about 1,000), find the missing data elements (status, date of status, owner, restrictions of use, short description, etc.) and update the inventory. That is, all the data elements in the software model form that the Service Now team needs to create the software model (inventory) and to decide whether to publish it in the customer facing software catalog. The intern would also categorize the inventory and potentially make recommendations or changes to existing processes to support the building of the customer facing catalog. This is an evolving body of work so there will also be other work assignments as they emerge.

Internship Description & Responsibilities:

- Research data quality and prepare data for entry into official record of software asset inventory

- Work with other Business System Analysts, Customers, and IT staff to gather information
- Collect data on the type of software, why it is used, and how it is being used currently
- Write a short product description for each product
- Enter data into the ServiceNow system, Software Catalog
- Present the final products and decision to decision-makers

Learning Outcomes:

- Learn about IT service delivery models, software asset models, and licensing
- Develop and build skills in business analysis, technical documentation, and customer service
- Learn how different software systems are used in a large organization

Education and Minimum Qualifications:

- Candidates should have completed or enrolled in a college/university academic institution.
- Promote a culture of respect, inclusiveness, and appreciation of diverse perspectives, backgrounds, and values ([Link to Equity and Empowerment Lens](#))
- Candidate should have a background and interest in business systems analysis, technical writing, and software systems

Workforce Equity:

Our Commitment to Safety, Trust and Belonging: Multnomah County is committed to developing, nurturing and continually improving workforce equity by identifying and addressing the structural and policy barriers to equal employment opportunity faced by our employees and communities. Learn more by reading our [Workforce Equity Strategic Plan](#) and exploring our [Core Competencies](#) for all County employees.

COVID-19 Vaccination Requirement: To protect the health of the community and employees, Multnomah County requires employees to be

fully vaccinated against COVID-19 or have an approved medical or religious exception as a qualification of employment.

The rule applies to all employees, as allowable by law. Candidates who receive an offer of County employment must provide proof of vaccination upon hire or submit an exception request prior to their start date.

Veterans' Preference:

Under Oregon Law, qualifying veterans may apply for veterans' preference for this recruitment. Review our [veterans' preference website](#) for details about eligibility and how to apply.

For veterans qualified for Veterans' Preference: If you believe you have skills that would transfer well to this position and/or special qualifications that relate to this position, please list those skills and/or qualifications.

Accommodation under the Americans with Disabilities Act: We gladly provide reasonable accommodation to anyone whose specific disability prevents them from completing an application or participating in this recruitment process. Please contact the recruiter below in advance to request assistance. Individuals with hearing or speech impairments may contact the recruiter through the Telecommunications Relay Service by dialing 711.

Application Instructions:

Please fill out and submit an application for this position through the form also located on this [website](#). The deadline for submitting an online application is April 2, 2023.