

Job Title: Software Purchasing, Licensing & Re-serialization Executive

Reports to: Finance Director

Location: Hybrid Working EC2A 2EA/Home

Job Purpose

Purchase software, to agreed pricing structures, whilst ensuring delivery deadlines are achieved.
Manage software re-serializations and licensing.

Key Responsibilities

- Process FMS Sales Orders, ensuring that pricing aligns with customer orders.
- Maintain a record of outstanding orders, and invoice customers as per agreed payment terms.
- Order and distribute FMS software licenses as per agreed installation schedules.
- Liaise with the Contracts Manager regarding invoicing of software maintenance
- Issue purchase orders and update the company purchase order register on a daily basis.
- Coordinate with the accounts department at month-end on status of deposit orders.
- Liaise with other departments regarding order processing and software licences.
- Monitor the new Infor SaaS deals and submit invoices to Infor for any commission due on orders.

Re-Serialization Process

- Manage software re-serialization process by monitoring the expiry dates of codes.
- Check when customers have paid their renewal invoices.
- Liaise with finance regarding prompt supplier payments.
- Issue renewal licences to Helpdesk.

Microsoft CSP Subscription Licensing (Management of Interworks)

- Create customer accounts
- Manage customer licenses, including renewals, new orders, and cancellations.
- Utilise Interworks to support internal stakeholders with customer licensing queries.
- Conduct monthly account management calls with the Interworks Account Manager.
- Stay informed about any changes e.g. legacy products and manage these through Interworks.
- Provide ad hoc customer support and training for customers to manage their own licensing.
- Ensure Interworks is synchronised with Microsoft records.
- Manage customer storefront users to add new users.
- Handle the management and communication of all Interworks related support tickets.
- Raise system issues with Interworks helpdesk

Microsoft and Third Party Licensing

- Order Xpedition software licences from third parties
- Stay informed about products and pricing structures
- Manage customer transfers

Renewals

- Manage and monitor customer CSP subscription and 3rd party licence renewals.
- Oversee customer renewals on the internal CRM system, including:
 - Preparation of renewal notices, managing customer communications, and raising awareness among internal account managers.
 - Awareness of the latest Microsoft pricing.
- Manage and maintain relationships with 3rd party licence suppliers

Knowledge, Skills and Experience

- Education to 'A' level or an equivalent standard
- Prior experience in an IT software and services company or in a customer service role
- Familiarity or experience of working with channel partners and experience of Microsoft licencing would be an advantage
- Excellent written and oral communication skills
- Able to interact with staff at all levels in an assertive yet tactful manner
- Ability to work under pressure on a variety of tasks at any one time, with an organised and methodical approach
- Ability to meet deadlines
- Excellent administration and record keeping skills
- Strong customer focus
- Ability to work on own initiative and anticipate / resolve problems
- Strong IT skills including Microsoft Office, Word, Excel and databases
- Strong numerical skills