



We are looking for:

ITAM Data Analyst (m/f)

Workplace: Kraków

Capita is a leading business services provider with around 70,000 employees, operating in the UK, Europe, India and South Africa. Capita Polska supports clients across a range of sectors, including education, transport, health, life and pensions, insurance, and other private and public sector organisations. Recognized as most dynamically developing BPO in Poland, awarded by Outsourcing Stars and CEE Awards.

We are currently looking for talented individuals to grow with our team as:

ITAM Data Analyst (m/f)

The ideal candidate will have a minimum of 2-3 years of ITAM Data Analyst experience and be able to prove a track record of managing and improving complex data sets. This experience will ideally have been from within a SAM orientated organisation, with an outsourcer, or with an independent consultancy or LAR. The role is office based at our HQ in London, with minimal requirement to travel to customers.

Responsibilities:

- Management of ITAM data (discovery, entitlement, usage etc.), including design, monitoring, imports/exports, and reporting/ resolution of quality and quantity issues
- Interacting with internal clients on a periodic basis concerning data inaccuracies
- Maintaining an inventory of IT assets within the service management system
- Maintaining data quality within ITAM tools
- Assisting in the planning and implementation of IT hardware asset lifecycle strategy
- Working closely with Configuration Management personnel to ensure quality and integrity of information supplied by the ITAM system
- Partnering with necessary teams within IT to ensure hardware asset tracking records are being properly maintained and accurately reflected within the ITAM systems
- Identifying ITAM reports and analysis for the application and operational teams
- Developing ad-hoc reports as needed
- Developing queries to allow forensic examination of a variety of inventory tools

You are the perfect candidate if you:

- Have strong analytical skills
- Are able to communicate clearly and concisely with diverse audiences
- Are able to adapt to rapidly changing priorities
- Have a working knowledge of IT Asset Management tools (BMC Remedy, Ivanti EPM, Active Directory etc.)
- Have an understanding of IT hardware and software concepts and technologies
- Are an expert in Microsoft Office
- Are customer service oriented
- Have SQL Server experience (an asset)
- Have an ITIL Foundation or/and ISO 19770-1 certificate (an asset)

Benefits:

- True work-life balance (8-hour workday with a 30-minute lunch break included)
- Great atmosphere
- Work place in the city centre at Lubicz 23 – about 2,500 paces from the main square
- Diversity - we support a wide variety of industries, customers, projects and geographies - thus, you have many options to choose from
- Access to free in-house English classes, with our dedicated English Trainer
- Social activities after work – you can find something for yourself
- Opportunity to become one of the internal Trainers
- A multinational environment, with strong ties to UK business culture
- LuxMed medical healthcare
- Multisport Plus or Classic and MultiKafeteria benefit systems
- Free Fruit Mondays

If this sounds like you then apply [\[HERE\]](#)

Please make sure your CV contains one of the following clauses:

It is noted that the basis for the processing of your personal data in this recruitment process is your voluntary consent. For these reasons we would like to ask you to append the following consent clause to your application documents:

- I hereby freely and consciously give my consent to the processing of my personal information by Capita (Polska) Sp. z o.o. with its registered seat at ul. Lubicz 23, 31-503 Kraków, as a data controller for the purpose of recruitment to the position of **Software Asset Management Analyst (m/f)** for a period of 6 months from the date of sending my CV. I am aware of the possibility to withdraw my consent at any time and that the withdrawal does not affect the legitimacy of the processing that was conducted prior to the withdrawal.

Moreover, it is noted that in case of your wish to participate in future recruitment processes, it is compulsory to additionally append the following consent clause to your application documents:

- I hereby give my consent to the processing of my personal information by Capita (Polska) Sp. z o.o. with its registered seat at ul. Lubicz 23, 31-503 Kraków, as a data controller for the purpose of future recruitment processes for a period of 12 months from the date of sending my CV. I am aware of the possibility to withdraw my consent at any time and that the withdrawal does not affect the legitimacy of the processing that was conducted prior to the withdrawal.

Good luck!