



Job Title: Support Assistant

Reports to: Directors of The SAM Club

Location: Stevenage, Hertfordshire

About Us

The SAM Club is a family business, founded in 2010 providing an independent software asset management service. We work for our clients taking the time to understand what software licenses (assets) are currently owned, what is installed and future plans whilst providing valuable, objective and unbiased advice tailored to suit their requirements.

Our personal service is tailored to complement existing In-house staff with managing and documenting their software assets. We become part of their team helping to identify practical solutions for their software licensing, assisting through vendor audits, advice and guidance with new license purchases, continuous license & support renewal management, management of vendor license portals whilst considering the clients priorities & financial considerations.

Our clients are spread across Legal, Insurance, Accounting, Banking, Real Estate and Construction but our generic services and processes enable us to work in any industry.

Due to recent growth we are recruiting for a Support Assistant to support the Directors of the company as we continue to provide excellent support to our clients and continue to grow the business.

Skill Set

- Proficient in Microsoft Excel, Word, Outlook & Acrobat PDF
- IT Background
- Self-motivating, pro-active & able to work on own as necessary
- Keen attention to detail, with an ability to spot errors
- Strong analytical and organizational skills
- The ability to show initiative
- Bonus: Having worked in Sales Support in a Reseller or Distributor
- Bonus: Knowledge of Software Licensing rules especially Microsoft

Working Hours & Office Location

- Part time with flexible working hours considered.

Remuneration

- Initially to be self-employed. Responsible for own Tax Affairs
- Paid for working hours only – no holiday or sickness pay

- Employee Rights will be considered later in accordance with then current legislation
- Package based upon £15/hour initially rising to £20/hour once trained & proficient
- Negotiable subject to relevant past experience
- PLUS Bonus Scheme based upon new additional business achieved & managed

Training & Initial Trial Period

- Training in The SAM Club's processes, deliverables & methodologies will be provided
- Training in Software Licensing & Software Asset Management will be provided
- One month's trial followed by a Progress Review
- The objective is to review that the job & person are a good fit from both parties' points of view & that good progress has been made

Job Content/Tasks

- Maintenance of SAM Workbooks (proficiency in Excel is essential)
- "Heads Up" emails to Clients on their impending renewals (usually on 3 monthly horizons)
- Obtaining New Licenses & Support Renewal Quotations from Suppliers
- Maintenance of Clients' electronic files containing licenses & renewal certificates where such items are not maintained & accessible on vendors' licensing web portals
- Maintenance of Clients' electronic files containing quotations, orders & invoices
- Maintenance of electronic files containing Clients other stuff
- Maintenance of Clients' Licensing Portals
- Liaison with software vendors & resellers
- Checking Supplier Credit Limits for Clients
- Pro-actively participating in New Client Set Up & Data Discovery Projects, including obtaining Microsoft Licensing Statements
- Assistance with Clients running the MAP Toolkit & VMware RVTools
- Assistance with identify Clients "Surplus to Requirements" Microsoft licenses & liaising with Discount Licensing
- Appointments/Diary Management
- Assistance with producing Marketing Material
- Additional Tasks as agreed with The SAM Club's Directors

Contact : Ian.nicholls@thesamclub.co.uk for further information