

Position details

Title of Position:	Technology Asset Management Analyst
Reports to (position title):	Infrastructure Services Manager
Division:	Technology
Function:	Capability
Number of Direct Reports:	0
Grade:	4

Health, Safety & Wellbeing

ElectraNet is committed to co-creating a workplace of choice and enriching the communities in which we operate.

As an industry leader, ElectraNet is at the forefront of the clean energy transition. We are socially and environmentally ambitious, and our continued commitment to developing, operating and maintaining our network in a way that creates opportunities for people and nature to thrive is essential to achieving our vision of energising South Australia's Clean Energy future.

Our commitment also drives our focus to create a physical and psychosocial environment that supports the health, safety and wellbeing of our people.

We all contribute to ElectraNet's workplace culture and have a duty of care to ourselves and one another to work safely, assess and manage risk, courageously speak up and promptly report any unsafe working practices, hazardous working conditions or security threats and to collectively learn and grow from every opportunity.

Position Overview

The Technology Asset Management Analyst is responsible for establishing and maintaining accurate, trusted, and auditable records of technology assets across their lifecycle, including hardware, software, and associated configuration data.

The role operationalises IT Asset Management (ITAM), Software Asset Management (SAM), and Configuration Management (CMDB) practices to ensure assets are correctly identified, governed, and aligned to enterprise standards.

Key outcomes include maintaining asset and configuration data integrity, supporting audit and compliance obligations, identifying lifecycle and licensing risks, improving service visibility and impact analysis, and enabling asset-based insights that reduce technical debt, operational risk and unnecessary cost.

Key Responsibilities

Operational & Technical

- Establish and maintain accurate, trusted and auditable technology asset records across hardware, software and configuration items (CIs).
- Administer and govern the ServiceNow CMDB data model (CI classes, relationships, attributes), including data quality controls, naming conventions and lifecycle status.
- Embed CMDB updates into change, onboarding and decommissioning workflows to keep records current and reliable.
- Coordinate asset discovery and data integration from authoritative sources, reconcile records, and manage remediation of data quality issues, duplicates and gaps.
- Configure, manage and maintain discovery and scanning toolsets including ServiceNow Discovery
- Undertake service mapping of technology assets and their related components to provide insights into potential risks and service impacts
- Determine and maintain asset ownership and key attributes (criticality, lifecycle, relationships) needed for operational stability and regulatory reporting.
- Support audits and compliance obligations (including SOCI Act / AESCSF) by producing evidence, reports and data extracts.
- Operationalise CMDB/ITAM health monitoring (completeness/correctness/compliance), dashboards/KPIs, and periodic reviews/certifications.
- Identify software licensing and lifecycle risks; support SAM practices to reduce unplanned spend and technical debt.
- Ensure software installations are tracked and usage audited to align with license entitlements and compliance baselines
- Undertake license reviews and renewal activities in accordance with procurement policies
- Additional (where experienced): assist with ServiceNow automation/workflow configuration, development and deployment activities to support the delivery of enhancements aligned to CMDB/ITAM outcomes.

Continuous Improvement and Delivery:

- Support planning and delivery of CMDB/ITAM enhancements: scoping, requirements capture, prioritisation and backlog support.
- Support definition of success measures (e.g., improved data quality, improved impact analysis outcomes, reduction in manual registers).
- Maintain process/guidance documentation to support BAU transition and audit readiness.

Contributing to contract management (vendors/partners):

- Work with ServiceNow and other delivery partners to deliver CMDB/ITAM enhancements (configuration/data uplift activities)
- Translate requirements into vendor-ready specifications; validate deliverables; coordinate testing and release activities.
- Support vendor performance oversight (outcomes, issues, risks, remediation actions) for assigned deliverables.

Contributing to stakeholder engagement:

- Lead by influence across Technology, Cyber Security and the business to embed CMDB/ITAM practices into BAU ways of working.

- Coach CI/asset owners on data standards, ownership accountabilities and lifecycle triggers; uplift adoption and consistency across teams.
- Build strong working relationships with CI/asset owners, Service Centre, Infrastructure, Digital Solutions, Enterprise Architecture, Cyber Security, OT teams and Procurement.
- Facilitate workshops to confirm data requirements, define ownership and agree operational triggers for updates.
- Provide regular reporting on CMDB/ITAM health, progress and key risks to stakeholders and leadership.

Behavioural

- Promote continuous improvement, identifying and prioritising data quality and process improvement opportunities.
- Build and maintain strong working relationships with and between internal and external stakeholders, delivering a high level of customer service.
- Create and develop a respectful workplace environment that values cultural diversity, innovation, open discussion and cross functional collaboration to help drive high performance.
- Lead by example; role model desired behaviour and priorities, demonstrate personal accountability for self-development and for achieving quality and timely result.
- Demonstrate behaviour that is consistent with ElectraNet's values, Code of Conduct and Acceptable Use of Technology Resources Policy while performing the role in a professional and ethical manner.
- Promote safe work practises that support the safety of all workers and the security of ElectraNet's assets, proactively reporting safety incidents, near misses and security threats.

Significant Working Relationships

Internal: Technology (Digital Solutions, Data & Insights, Planning & Architecture, Infrastructure Services, Service Centre, Cyber Security), Organisational Resilience program stakeholders, OT and Telecommunications SMEs, Procurement, and nominated CI/asset owners across the business.

External: ServiceNow and other technology delivery partners, software licensing vendors (e.g. Microsoft), and third-party suppliers supporting technology asset management, software asset management, configuration management, platform enhancements, software licensing, compliance and renewal activities.

Equipment & Technology Used

ServiceNow platform (CMDB, ITAM, SAM, ITOM, Discovery, reporting and dashboard capabilities), Microsoft 365 applications (including Teams, SharePoint and Excel), LeanIX, software licensing and entitlement records, asset discovery and inventory tools, and other technology management, monitoring and authoritative data sources as required.

Selection Criteria

Knowledge & Experience

- Demonstrated experience in ITAM and/or SAM including lifecycle governance and audit support.
- Experience supporting configuration management and technology asset management processes.
- Experience administering or maintaining a CMDB platform.
- Strong analysis and reconciliation skills across multiple data sources; ability to drive remediation.
- Reporting and dashboard capability for CMDB health and asset insights.
- Strong stakeholder engagement, with the ability to build ownership and accountability across technical and business teams.

Essential

- Strong hands-on ServiceNow CMDB capability, including data quality management, governance and lifecycle controls.
- ITAM/SAM experience with governance, compliance, audit readiness.
- Understanding of CMDB/ITAM contribution to incident/problem/change.
- Experience supporting the implementation and continual improvement of CMDB, ITAM and SAM practices.
- Experience with ITIL and CSDM frameworks
- High attention to detail, strong analytical skills, continuous improvement mindset.

Desirable

- ServiceNow Discovery and/or integrations experience.
- ServiceNow workflow automation and basic enhancement delivery experience (supporting CMDB/ITAM outcomes)
- Certifications (ServiceNow CSA/CIS; ITIL Foundation).
- Experience in regulated environments relevant to SOCI/AESCSF context.
- Flexible approach to working hours and after-hours commitments
- Electricity Industry background an advantage

Qualifications

- Relevant tertiary qualification in IT/Information Systems (or equivalent experience). Professional certifications desirable (ITIL Foundation; ServiceNow CSA/CIS).

Background Checks

- Pre-employment checks, including background and security checks (such as global criminal checks) are required for this position, completed prior to commencement and repeated on a regular basis after appointment.

NOTE: Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.