

Asset Manager



SeatGeek Enterprise is a front-to-back stack of services built to power an open ticketing world in which venues and rightsholders have unprecedented flexibility, transparency and monetization potential. We believe great technology empowers organizations. Our clients share our vision and the results are powerful.

SeatGeek's platform (seatgeek.com) is a ticket search engine that makes finding tickets to live entertainment a cinch. It searches dozens of the biggest ticket sites and presents the results all in one place. Its gorgeous interactive maps with 3D views make finding the perfect seat simple and they are happy to reinvent live entertainment for the modern, mobile era. SeatGeek is proud of making the ticketing industry more open, fan-friendly, and valuable for everyone involved!

Purpose of the role:

SeatGeek leverages a modern approach to asset management automation, embracing several discovery and asset management applications that integrate with our ITSM tool and CMDB. SeatGeek Service Management team is looking for an enthusiastic and hands-on IT Asset Manager to join their team! Are you passionate about service management automation that helps enhance both IT user and Infrastructure experience? Do you enjoy configuration automation and CMDB management? Do you know SAM? If so, the IT Asset Manager role is a great opportunity to make a difference!

In this role, you will work closely with IT Service Management, Global End-User Support, and Infrastructure teams to leverage SeatGeek's heavily automated environment to manage their global IT assets. A critical function for this role will be managing certificates, domains, and software maintenance as CIs in the CMDB.

You will also deliver the asset management service process and functions for SeatGeek. This involves the cataloging of assets and their financial attributes, establishing relationships to Configuration items base lines which will all be centrally located in the CMDB to simplify management of the asset data.

Our ideal candidate has/is:

- Solid experience administering Asset Management, ITSM CMDB frameworks
- Relevant technical, asset management, or inventory experience
- Experience with IT asset automated discovery solutions (ServiceNow, BMC, Altiris, FreshService)
- Experience with network assets, network engineering and operations
- Creative ability, analytical and technical skills and independent judgment
- Ability to examine, understand and extract asset information from device configurations such as AWS EC2, RDS, Network routers / APs, load balancers, and firewalls using SNMP or automated discovery agents / probes
- API experience would be a plus
- Hands on experience with administration or tracking of certificates, domains, and software maintenance life-cycles

Your contribution to something big:

- Develop and oversee the structure of an asset & configuration management function and corresponding system (CMS), including configuration item (CI) definitions, relationships, and key attributes (e.g., unique asset identifiers, license details, SLAs, version, renewal dates), and ensure key attributes are maintained and updated
- Provide hands-on development, configuration, and management of the CMDB, modelling, and business service mapping using ITSM tool and other technologies (Asset auto-discovery, JAMF Pro, PDQ, AWS, Active Directory integration, third-party contract management applications)
- Be responsible for tracking / managing:
 - All domains as CIs across various registrars for DNS Registration and Zones in our CMDB
 - All Certificates as CIs across the various CAs, and maintaining the CI details for each in our CMDB
 - Managing the "Vendor Management Database," to include vendor contact details, support process in our CMDB
- Work closely with IT Service management, HR, Vendor Management, Procurement, Finance, and Global End-User Support teams to assist with centralized data automation used to improve efficiencies in hardware, software, cloud, and contract asset management.
- Work towards leveraging ITSM tool to automate CI updates for On/Off Boarding hardware returns & software entitlement harvesting.
- Ensure compliance with legal / auditory requirements, regarding software and user licensing.
- Proactively reviewing inventory status of IT hardware (physical/virtual) and performing reconciliation analysis of IT asset records.