



INFORMATION TECHNOLOGY SERVICE MANAGEMENT (ITSM) Specialist

Job Code: 200
Bargaining Unit: PEA
Effective: 3/12/2015

Position Summary

This position will serve as the information technology service management process specialist and work to define, document, enforce and support ITSM policies, processes and procedures, including making recommendations to improve the process.

Reporting Relationship

Report to the Director of Technology Support Services.

Responsibilities

The essential functions include, but are not limited to, the following fundamental duties.

- Serve as an ITSM process subject matter expert (SME).
- Develop and execute ITSM tool Implementation and Improvements plans for core ITSM processes.
- Work across multiple teams to develop, monitor and optimize effective Key Performance Indicators (KPI's) for core ITSM processes.
- Work with the team to define, document, enforce, and support ITSM policies, processes, and procedures including making recommendations for improvements.
- Ensure ITSM policies, procedures, and processes are followed.
- Promote Technology Management Optimization.
- Assist new teams adopting ITSM processes.
- Creating ITSM training course materials, training needs assessment; conducts training as needed.
- Lead ITSM Lab sessions to provide on-demand training and respond to questions (Q&A).
- Work with customers to determine strategy and Service Level goals for the support and availability of their infrastructure.
- Implement and manage the Configuration Management Database (CMDB) to ensure proper tracking and maintenance of the Configuration Items (CI) data.
- Work in instituting the Change Advisory Board (CAB) and assist with Change Tracking and approval.
- Perform regular audits as defined by the ITSM policies, processes, and procedures.
- Act as a member of the ITSM steering committee to ensure the business needs are being met while adhering to best practice as closely as possible.
- Focus on continual service improvement and drive change within the ITSM policies, processes, and procedures based on the service improvements identified.

ITSM Specialist

Responsibilities (continued)

- Contribute to the District's Strong Schools, Strong Communities efforts by partnering with other staff to contribute to student achievement and the alignment and sustainability of resources.
- Perform other related duties as assigned.

Knowledge, Skills and Abilities

- Skill in Information Technology Infrastructure Library (ITIL) service management processes, with practical knowledge of the service design, service strategy and service operations lifecycle processes.
- Excellent interpersonal, verbal and written communication skills and the ability adapt to varied audiences.
- Excellent organizational, collaboration and planning skills.
- Goal-oriented attitude and demeanor to work through roadblocks motivate external concerns and bring about resolution.
- Ability to work in a self-directed and team environment.
- Advanced skills with MicroSoft (MS) Office products including Word, Excel, Visio and PowerPoint.
- Ability to write content for IT services including business value articulation and process development.
- Ability to demonstrate a proven track record of working under pressure and managing multiple priorities.
- Ability to demonstrate a proven track record with measuring process and performance and using metrics to measure improvements in an IT context.
- High level knowledge of IT technologies and their applications.
- Willingness to maintain current knowledge of trends and technologies.

Minimum Qualifications

- Bachelor's degree in computer science, management information systems, business or public administration or a related field,
- Five years of professional IT experience that includes three in ITIL Service Management discipline and experience with the ITIL framework.

Preferred Qualifications

- ITIL v3/2011 Certified Expert or Certifications in one or more of the Service Life Cycle Modules like Service Design, Service Transition or Service Operations.
- Experience with implementing at least one module from an ITSM tool from one of the following vendors BMC, HP or ServiceNow.