

IT SERVICE MANAGEMENT SPECIALIST

General Statement of Duties and Responsibilities

This class of positions encompasses highly specialized responsibilities for the planning, work management, coordination, and quality assurance associated with information technology service management. Under administrative direction, with broad latitude of independent action or decision, performs difficult and responsible professional work in the planning, organizing and controlling of incident and change management activities of a major IT service and / or Agency information technology; evaluates, designs and implements IT Service Management processes and tools; design and engineer largescale, complete monitoring systems including manager-of-manager (MOM) type environments. All personnel perform related work and may supervise IT service management staff.

Examples of Typical Tasks

Identifies, assesses, coordinates, and implements and / or oversees implementation of corrective actions for IT service disruptions involving complex IT solutions.

Collaborates with other engineering units to establish automation protocols for specific systems, apply automation standards to new builds, and implement and monitor automation configurations.

Serves as Subject Matter Expert (SME) for specific service management tools, with a deep knowledge of their architecture and functionality.

Oversees, participates in and / or trains staff in the service management lifecycle, including service strategy, service design, service transition, service operations, and continual service improvement.

IT SERVICE MANAGEMENT SPECIALIST (continued)

Examples of Typical Tasks (continued)

Oversee IT service management processes. Identify and remedy failures and / or noncompliance of processes.

Designs, assesses and trains users in standardized methods and procedures for implementing IT changes.

Monitors, tracks and records changes in IT service assets and throughout asset service lifecycle.

Designs, conducts and assesses performance and risk evaluations for IT changes. Identifies and mitigates potential risk during the transitioning of IT services. Assists and provides guidance to Agency staff to minimize disruptions during unplanned or emergency IT service changes.

Identifies and recommends improvements in IT systems, processes, tools and employee training for IT services.

Develops and maintains IT service policy and process documentation. Documents IT problems and appropriate solutions for Agency needs.

Monitors industry trends in IT service management standards. Liaises with vendors, as necessary.

Configures, implements, upgrades, maintains and provides continued support for Agency IT service management tools and tool usage.

Assists in the development and review of technical specifications for IT service management solutions.

IT SERVICE MANAGEMENT SPECIALIST (continued)

Examples of Typical Tasks (continued)

Diagnoses root cause of incidents and resolves service disruptions.

May supervise IT service management staff.

Liaises with relevant stakeholders to ensure proper service delivery of their IT services.

Assists in the creation of Agency Service Level Agreements (SLAs) and ensures the adherence to SLAs for continual service improvement via the use of key performance indicators and trend analysis.

Qualification Requirements

1. A baccalaureate degree from an accredited college in computer science, engineering or a related field and four years of satisfactory full-time experience related to information technology service management, process management, operations; or,
2. A baccalaureate degree from an accredited college and eight years of satisfactory full-time experience related IT service management, process management, operations; or,
3. Education and/or experience which is equivalent to "1" or "2" above.

Direct Lines of Promotion

None. This class of positions is classified in the Non-Competitive Class.