

UNIVERSITY OF SOUTHERN CALIFORNIA

ITSM Process Manager (ITS)

Job Code: 166778

OT Eligible: No

Comp Approval: 1/17/2020

JOB SUMMARY:

Responsible for the day-to-day management of ITS processes and associated lifecycle activities. Ensures smooth operations by collaborating with service owners and other process managers and assisting with resources assigned to processes. Monitors and reports on performance, identifies opportunities for continuous improvement, and supports relevant stakeholders' process training with and functional documentation. Demonstrates ITS values in action.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

- | | | |
|-------|-------|---|
| _____ | _____ | Ensures compliance and monitors alignment with university and ITS policies, processes, procedures and strategic objectives. Compiles data to analyze process performance, documents and measures results, and defines pathways to success. Provides status reports for regular touch-points with ITS leadership. |
| _____ | _____ | Delivers high-quality service focused on responsiveness, assurance, and empathy. Builds and leverages strong relationships to achieve shared objectives, influence others to take action, and gain insights into customer pain points, challenges and needs. Acquires data from diverse sources, analyzes complexities and inconsistencies to solve problems, and translates information into written, digestible documentation. Distributes and presents information to a variety of customers and stakeholders. |
| _____ | _____ | Leverages latest industry knowledge and best practices to facilitate innovation, identify opportunities for improvement, and support decision-making with ambiguous or unique challenges. Maintains currency with service management methodologies, frameworks and trends. |
| _____ | _____ | Supports the service management team's vision and process improvement efforts. Aids the cultivation of an inclusive environment and a culture of trust and transparency, sharing information broadly, openly, and deliberately. Builds and maintains collaborative relationships with diverse team members, peers, and leaders. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service). |
- Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

Essential: No

Yes In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

Bachelor's degree
Combined experience/education as substitute for minimum education

Minimum Experience:

2 years

Minimum Field of Expertise:

Certification from ITIL v3 Foundations, or similar. Demonstrated experience with ITIL service management processes, ITSM solution systems, and implementing ITIL-based processes. Exemplary written and oral communication skills, and proven ability to facilitate meetings with numerous stakeholders including ITS and university leadership. Proficient functional documentation skills and experience presenting ideas and solutions in non-technical, business-friendly terms. Experience producing technical writing in multiple formats, including end-user documentation, operational guides, technical reports, and technical process flows which promote and enable activity planning, risk reduction, compliance, and simplified access to information. Ability to assess problems and prioritize accordingly with various immediate and long-term objectives, with proven analytical and problem-solving abilities. Ability to develop positive working relationships and strong rapport with team members.

Preferred Education:

Bachelor's degree

Preferred Experience:

4 years

Preferred Field of Expertise:

Bachelor's degree in computer science, computer information systems, information technology, or relevant field. ITIL Capability or Lifecycle certification(s). Experience in service management, and with ServiceNow.

SIGNATURES:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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