

**UNIVERSITY OF SOUTHERN CALIFORNIA**

**Senior ITSM Analyst (ITS)**

**Job Code: 166774**

---

**OT Eligible: No**

**Comp Approval: 1/17/2020**

---

**JOB SUMMARY:**

Provides specialized support in the development and continuous improvement of all ITIL service management processes (e.g., strategic input for service management). Responsible for designing and implementing the end-to-end process integration across the organization. Ensures business value by collaborating with owners, stakeholders and customers. Demonstrates ITS values in action.

**JOB ACCOUNTABILITIES:**

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

\_\_\_\_\_ Ensures service management processes are designed in compliance with USC and ITS policies, processes and procedures. 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. Analyzes process performance, documents and measures results, and defines pathways to success.

\_\_\_\_\_ Delivers high-quality service focused on responsiveness, assurance, and empathy. Builds and leverages strong relationships to achieve shared objectives, negotiating and winning concessions. Maintains customer-focused mindset when designing processes, and gains 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:**

5 years

**Minimum Field of Expertise:**

Experience implementing ITIL-based processes using ServiceNow or similar ITSM systems. Thorough understanding of leading ITSM processes, methodologies and frameworks. Proficient functional documentation skills and experience presenting ideas and solutions in non-technical, business-friendly terms. Proven analytical and problem-solving abilities. 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. Proven ability to independently assess problems and prioritize accordingly, with demonstrated experience in effectively prioritizing and executing tasks in a fast-paced environment. Ability to develop positive working relationships and strong rapport with team members, stakeholders and customers.

**Preferred Education:**

Bachelor's degree

**Preferred Experience:**

8 years

**Preferred Field of Expertise:**

Bachelor's degree in computer science, computer information systems, information technology, or relevant field. ITIL Expert certification. Experience in service management. Understanding of cloud service providers, standard infrastructure and application product offerings, customer support, and related technology.

**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.

The University of Southern California is an Equal Opportunity Employer