

Job Description

Position Title: Information Technology Analyst 3 – Service Management

Job Family: Information Technology

Job Level: Professional - Senior

FLSA Status: Exempt

Salary Grade: 08

Position Summary:

The Information Technology Service Management Analyst 3 serves as the technical lead for the IT Service Management (ITSM) team, providing senior-level systems analysis, design, and development for College systems. In this role, the Analyst serves as the primary technical authority for TeamDynamix (TDX), TDX iPaaS, TDX CAI, and Service Desk Management tools, and spearheads AI software implementations. Performs analysis of business processes and procedures to align with software solutions and match College needs. Works with business units to gather and analyze design requirements. Implements design solutions to improve ITSM systems. Plans, coordinates, and reviews progress through all phases of the project. Creates a variety of documentation, including recording procedures, training materials, project decisions, and outcomes. Provides leadership to assigned staff.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Plans, conducts, and directs the analysis of complex business and systems problems. Provides technical and analytical support
2. Performs highly technical design, development, implementation, configuration and management of the College's information technology systems, using latest industry standards.
3. Performs business analysis duties across multiple platforms and technologies, specifically leading the configuration and integration of TDX, TDX iPaaS, TDX CAI, and Service Desk Management tools.
4. Serves as the technical lead for the ITSM team, providing technical leadership to assigned staff through all phases of projects.
5. Provides technical leadership in the evaluation, configuration, and enterprise-wide implementation of AI software solutions.
6. Evaluates the potential for automating existing or proposed work functions and processes. Designs new processes. Writes or modifies computer programs to meet user requirements
7. Maintains, troubleshoots, develops, and tests platforms and functional integration of these systems
8. Provides leadership in acquisition, development, installation, and implementation of ITSM platforms and related service management tools.

9. Provides technical support to users of ITSM platforms and related systems to ensure investment is maximized and users are able to perform necessary work functions
10. Follows secure development practice and implements appropriate processes for data protection, disaster recovery, and failover procedures
11. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of computer and network operating systems
2. Skill in current and applicable computer programming languages relative to the assignment
3. Skill in current and applicable hardware, software, and peripheral equipment
4. Skill in problem solving
5. Skill in coordinating and monitoring the work of others
6. Skill in effective communication (both written and oral)
7. Skill in project management principles, processes, and techniques
8. Ability to adapt to a rapidly changing technical environment

Supervision:

- Guides work of others who perform essentially the same work. May organize, set priorities, schedule and review work, may interview and make recommendations on hiring, and provide input into performance reviews. Does not have responsibility for termination or making pay decisions.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Institutional Infrastructure: Allows participation in the development of foundational aspects of the College, including the establishment of a strategic plan, financial and facilities management, accreditation, and technology planning.
- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Computer Science or a closely related field of study required.
 - Master's degree in or a closely related field of study preferred.
 - Three (3) to Five (5) years of related technical experience and current certifications required.
 - Five plus (5+) years of related technical experience and current certifications preferred.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Some evening and weekend work hours.
- Pre-employment Background Check Required