



**USC** University of  
Southern California

## ITSM Process Manager (ITS)

### Job Description

#### JOB INFORMATION

<i>Job Code:</i>	166778
<i>Job Title:</i>	ITSM Process Manager (ITS)
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	
<i>Job Family:</i>	Computer Service/Support
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	7 Individual Contributor

#### 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 QUALIFICATIONS:

##### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		
	X	Bachelor's degree	Computer Science	Or
	X	Bachelor's degree	Computer Information Systems	Or
	X	Bachelor's degree	Information System Management - Network Management	Or
	X	Bachelor's degree	in related field(s)	

##### Additional Education

**Check here if experience may substitute for some of the above education.**

Combined experience/education as substitute for minimum education

##### Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		2 years		
	X	4 years		

##### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

Combined experience/education as substitute for minimum work experience

## Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Demonstrated experience with ITIL service management processes, ITSM solution systems, and implementing ITIL-based processes.
X		Exemplary written and oral communication skills, and proven ability to facilitate meetings with numerous stakeholders including ITS and university leadership.
X		Proficient functional documentation skills and experience presenting ideas and solutions in non- technical, business-friendly terms.
X		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.
X		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.
	X	Experience in service management, and with ServiceNow.

## Certifications

<i>Req</i>	<i>Pref</i>	<i>Select Certifications</i>	<i>Enter Additional Certifications</i>
X			Certification from ITIL v3 Foundations, or similar.
	X		ITIL Capability or Lifecycle certification(s).

## Other Job Factors

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
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).				

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			No

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.