Colorado Mountain College
Position Description

Title: Director of Service Management
FLSA Classification: Exempt
Hiring Salary Range: $88,418.82 - $98,243.14

Primary Responsibility

Reporting directly to the Executive Director of Information Technologies, the Director serves as a leader within the Information Technologies Department regarding customer service, communications, and effective problem resolution for supported products and services. Serves as an advisor to the Executive Director of Information Technologies on college-wide Service Desk/customer support, IT Service Management (ITSM) platform, and ITIL framework alignment. The Director of Service Management is directly responsible for the supervision of Service Desk staff, providing direction and attaining support objectives; is proactive in maintaining a high degree of contact with users to respond quickly to their needs and has a special focus on quality assurance, satisfaction, and productivity; has a key role in communicating changes in processes and procedures to end-users and Service Desk staff in a clear and timely manner; leads the adoption of ITSM functionality in alignment with the ITIL framework; works with Information Technologies staff to support college information systems, data communications, computer and voice networks, and telecommunications.

Pre-requisites for Position (Qualifications Standards)

Education and experience sufficient for the rigors of the position. Examples may include a Bachelors and two years related experience, or equivalent education and experience that will provide the necessary knowledge, skill and abilities to perform the functions of the position.

Supervisory experience essential. Industry Certifications preferred. Knowledge of the ITIL framework and experience implementing ITIL (or similar) standards in a Help Desk environment.

Strong background in technology including experience with enterprise and higher education software such as Workday and Ellucian Colleague preferred; Experience supporting technology via service/help desk or call center required; Familiarity with current desktop and mobile operating systems required; Familiarity with VoIP telephony and modern video conferencing platforms preferred; Experience providing direct support to end users of Microsoft and Google productivity suites required; Demonstrated supervisory experience required; Excellent oral and written communications skills, including effective listening required; Demonstrated organizational and team building skills preferred; Ability to train groups and individuals required; Ability to work individually and as part of a team required.

Welcoming. Innovative. Focused on Student Success. These principles reflect the soul of CMC. They guide us in building our teams, cultivating leaders, and expanding our approaches and mindset. They

guide us to be an institution of higher education that's the right fit for every faculty member, staff, student, and community member in its trust. Applicants must demonstrate a commitment to working effectively with students, employees, and community members of all backgrounds.

Bilingual (English/Spanish) or conversational language abilities preferred.

Essential Duties

Leadership and Supervision: 25%

- Manage Service Desk staff and operations.
- Provide training, guidance, mentorship, and performance feedback for Service Desk staff.
- Collaborate with IT leadership team to develop, document, implement, and maintain technology policies, procedures, workflows, and service level agreements (SLAs).
- Conduct regular training session and knowledge transfer activities to ensure continuous improvement and skill development.
- Promote strong customer service values, consistent troubleshooting, continuous process improvement, collaboration, and strong communication within the Service Desk team and IT department.
- Develop and maintain performance metrics to evaluate the performance of the Service Desk team.
- Assist in driving adoption of existing and emerging technologies and best practices.

IT Service Management: 50%

- Serve as the application administrator and subject matter expert for the ITSM platform and remote support tools.
- Implement and enforce ITSM processes.
- Monitor ticket queues, prioritize tasks, and track resolution progress to meet Service Level Agreements (SLAs).
- Manage the IT knowledgebase, including composing, updating, and reviewing troubleshooting guides, FAQs, standard operating procedures (SOPs), and user documentation.
- Continually review and recommend improvements to workflow, call handling, classification and routing of tickets, and the knowledgebase.
- Establish and enforce procedures and standards for ticket triage and escalation.
- Generate and analyze reports from the ITSM platform.
- Develop and maintain an IT Service Catalog.
- Promote the benefits of Incident, Problem, Change, Request, Knowledge Management, CMDB and other ITSM processes in alignment with the ITIL framework.

End-User Support: 25%

- Provide direct support to students, faculty, and staff for:
  - Password, password-less, and multi-factor authentication.
  - Microsoft 365 Apps (Outlook, Word, Excel, PowerPoint, Teams)
  - Learning Management System (Canvas)

- o   ERP/SIS (Workday and Ellucian Colleague)
- o   Credit and non-credit student application and registration systems
- o   Adobe Acrobat
- o   Cisco Webex and Zoom Meetings
- o   Common desktop and mobile operating systems (Windows 10/11, MacOS, iOS, Android)
- o   Classroom and meeting space A/V systems
- Administer select security and distribution group membership.
- Assist with troubleshooting of wired and wireless network connectivity.
- Perform moves, adds, changes, and deletions (MACD) in VoIP phone system.

Other duties as assigned.

Supervision Received

This position reports to the Executive Director of Information Technologies.

Supervisory Responsibility

This position supervises staff and may serve as a lead on projects and/or for other team members.

Special Conditions of Employment

Successful completion of a background check including motor vehicles records report will be required. Incumbents in this position will adhere to all safety and compliance policies of Colorado Mountain College while performing all duties assigned. Evening and weekend work may be necessary at times. Travel throughout the CMC service area and outside of the service area may be required at times.

Working Conditions

May require varying work schedule, including evening and weekend hours. Incumbents in this position will adhere to all safety and compliance policies of Colorado Mountain College while performing all duties assigned.

This position requires constant sitting, occasional walking, standing and driving; occasional handling objects, pushing/pulling; frequent reaching with hands/arms, and use of finger movements; occasional lifting, carrying, pushing or pulling objects up to 50 lbs. Constant written and oral communication and the ability to reason and analyze and perform calculations occasionally. Work is performed using a computer and standard office equipment daily and driving a vehicle occasionally.

CMC is committed to the full inclusion of all qualified individuals. As part of this commitment, the College will assist individuals who have a disability with any reasonable accommodation requests related to employment, including completing the application process, interviewing, completing any pre-employment testing, participating in the employee selection process, and/or to perform essential job functions where the requested accommodation does not impose an undue hardship. If you have a

disability and require reasonable accommodation to ensure you have a positive experience applying or interviewing for this position, please direct your inquiries to our ADA Coordinator, Human Resources, benefits@coloradomtn.edu

HR Reference Information:
Position group and code   463160
BLS SOC   15-1232
Position ID   DOSMIT
Date of Review 12/12/2023

NOTE: This position description is intended to indicate the basic nature of positions allocated to this class and provide examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned. Employee may perform other related duties as required to meet the ongoing needs of the organization.