

Position Description

| Position Description | |
|--------------------------------|--|
| Requisition Number: | 03023830 |
| Position Number: | 02006098 |
| Dept: | ENT APPS & INFRASTRUCTURE SVCS - 061419 |
| Position: | MANAGER, SERVICE MANAGEMENT OFFICE |
| Approved Payroll Title Code: | 0656 |
| Approved Payroll Title: | BUS SYS ANL MGR 1 |
| Approved MSP Salary Grade: | |
| Approved PSS Salary Grade: | MSP26 |
| POSITION DETAILS | |
| Job Summary: | <p>Under the general direction of the Director of Client Success, provide administrative leadership services over the Service Management Office, which includes Software Licensing Coordination, Business Relationship Management (BRM), ServiceNow development, Service Management, and Reporting & Analysis. Develop long-term strategies that affect the entire department and university IT processes. Provide feedback and support to the director for the development, oversight, and management of the overall CS budget. Identify resource needs and the development of budget forecasts to meet strategic priorities and/or operational goals.</p> <p>Serve as one of IET's management liaisons to UC Davis' colleges, schools, and other organizational units. Provide leadership, vision, and guidance and function as the campus' client advocate in service management matters. Delegated with the development and management of services and policies that enable the campus to effectively and efficiently use information technology to meet its goals and strategic objectives.</p> |
| Campus Job Scope: | |
| Department Specific Job Scope: | <p>Manage unit comprised of 9 FTE career employees, student employees, and contract staff. Provide significant input to the director regarding the \$1.0M budget to support IET campus clients. The unit is comprised of 4 functions: Software Licensing Coordination group which provides select computer software acquisition and distribution services for the entire campus and participates in the University of California Technology Acquisition Support group, which coordinates software negotiations and agreements on behalf of the UC system; the Service Management Office which provides service management leadership, business process improvement and application development services to all IT and administrative management organizations across campus; Business Relationship Management which identifies and helps the campus realize strategic IT opportunities beyond traditional IT Service management; and Reporting and Analysis which evaluates and reports on IET performance.</p> |
| Positions Supervised: | <p>BUS SYS ANL 4: 3.0 FTE APP PROG 4: 1.0 FTE</p> |

BUS SYS ANL 3: 2.0 FTE
BUS SYS ANL 2: 1.0 FTE
INFO SYS ANL 3: 1.0 FTE
SYS ADMIN 3: 1.0 FTE
Student Assistants 4: 5.0

Essential Responsibilities:

50% SERVICE MANAGEMENT STRATEGY AND LEADERSHIP

Provide leadership & vision in the establishment of strategic goals & plans for service management in alignment with IET & campus needs.

Provide leadership and direction for the Service Management Group which includes Business Relationship Management (BRM), Service Management Office (SMO) and Software Licensing Coordination (SLC) and Reporting & Analysis.

Identify, implement & adapt unit's goals, priorities & scope of work to meet larger, UCD goals & objectives.

Analyze & modify procedures for compliance with ITIL standards.

Develop policies, procedures, direction & scope of work.

Supervise staff & operations of the Service Management Office.

Delegate work & set priorities for the Service Management Office.

Responsible for oversight of HR functions for the unit including recruiting, training, counseling, and performance management.

20% BUSINESS RELATIONSHIP MANAGEMENT

Identify & assist in framing strategic opportunities to resolve campus business needs via the most cost effective, efficient means possible.

Lead campus leaders through the analysis to determine business needs to advance the university's vision, mission and strategic plan.

Work directly with AVCs, Deans, Assistant Deans and Directors to bridge the gap between business and technology across the organization.

Translate business demand into services and business solutions.

Implement a Customer Relationship Management Tool to track client engagements. Responsible to manage all Client Success service transitions.

15% SERVICE MANAGEMENT OFFICE

Provide leadership for the campus-wide service management system & leverage analytics to identify opportunities and lead initiatives to achieve operational excellence.

Strategize & support continuous process improvement programs, collaborating with IT & administrative management units.

Collaborate with PMO to ensure strategic alignment with process & standards for projects as they transition to production.

Drive adoption of the service portal, knowledge base & service catalog, encompassing campus services & knowledge content from units.

Collaborate with departments to develop support strategies for external-facing services & applications.

Partner with depts & colleges to develop a governance model to manage service management suite of services.

| | |
|-------------------------|--|
| | <p>15% SOFTWARE LICENSING CENTER Provide guidance & oversight to SLC unit.</p> <p>Provide select computer software acquisition and distribution services for the entire campus.</p> <p>Participate in the University of California Technology Acquisition Support group, which coordinates software negotiations and agreements on behalf of the UC system.</p> <p>Review & communicate strategies, recommendations & resolutions regarding software solutions.</p> <p>Evaluate business requirements & collaborate with UCD & system-wide communities to assess software needs.</p> <p>Provide a leadership role across multiple campus IT orgs.</p> |
| Physical Demands: | Work at a computer and view display screens for long periods of time. |
| Work Environment: | <p>Due to the mission-critical services provided by this department, this position may work hours other than M-F 8-5, especially in response to system problems and communication requirements.</p> <p>Must be routinely on-call and carry a cell phone.</p> <p>Occasional travel required.</p> <p>Travel between campus and off-campus locations.</p> <p>UC Davis is a smoke and tobacco free campus effective January 1, 2014. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.</p> <p>Vacation is restricted during peak work periods.</p> <p>Adhere to workplace safety practices, read information communicated about workplace safety, complete required safety training on time, and report any workplace safety issues promptly to their supervisor or the designated safety coordinator.</p> <p>This position is a critical position and subject to a background check. Employment is contingent upon successful completion of background investigation including criminal history and identity check.</p> |
| Background Check: | Yes |
| QUALIFICATIONS | |
| Minimum Qualifications: | <p>Extensive experience leading a service management organization.</p> <p>Extensive experience with multi-level supervision of staff.</p> <p>Experience leading, strategizing and defining roadmaps to support the ongoing development of a service management tool, preferably ServiceNow.</p> <p>Experience developing and analyzing budgets to develop cost models for services.</p> |

| | |
|---|---|
| | <p>Demonstrated experience with ITIL standards sufficient to analyze & modify procedures for compliance with ITIL standards.</p> <p>Experience in customer service and systems management data mining, analysis, and reporting.</p> <p>Experience with the principles and practices of business management to manage a technical unit.</p> <p>Leadership experience, including direct supervision of staff. Experience researching, identifying and validating trends and issues related to operational activities.</p> <p>Experience leading strategic and tactical planning, and translating strategic planning into unit-specific goals, objectives, and activities.</p> |
| Preferred Qualifications for Selection: | <p>Experience as a product owner, operating in an Agile environment.</p> <p>Experience managing and guiding complex customer relationships and establishing effective governance models</p> <p>Experience managing computer systems support operations; software acquisition, distribution, and license operations;</p> <p>Experience with Business Relationship Management</p> <p>Experience conceptualizing and presenting goals and complex concepts of services to clients, campus leadership and external partners.</p> <p>Experience managing multiple functional areas of information technology operations.</p> <p>Experience performing process analysis and evaluation of operations.</p> <p>Experience managing fiscal transactions and budgets and allocating resources for functional areas of information technology operations while strictly adhering to federal, state, and local laws as well as internal policies and procedures.</p> <p>Highly developed analytical, problem-solving and conflict resolution skills, in both formal and informal settings.</p> <p>Planning, analytical, and program evaluation experience.</p> <p>Experience managing technical support teams, security procedures, implementation methods and procedures, feasibility studies, for the design, integration, and reliability of centrally developed services.</p> |

Expectations

| | |
|------------------|--|
| Job Expectations | <ul style="list-style-type: none"> - Address any workplace safety issues with staff you supervise or lead. Ensure all staff are informed of typical workplace hazards via the job safety analysis and personal protective equipment process and complete required safety training. Assists the safety coordinator and safety officers in implementing workplace safety practices. Escalate any issues to the designated safety coordinator, safety officer, and/or department director promptly. - Read and model the UC Davis Principles of Community - Communication skills to effectively present information (oral, written, presentation, documentation). - Use tact and diplomacy for interactions with others. - Communication skills to understandably and effectively describe technical |
|------------------|--|

requirements to technical and non-technical audiences.

- Convey a helpful and positive attitude in support of the department's client service environment.
- Support departmental goal of providing positive, innovative and effective customer service through performance of job functions.
- Work cooperatively with others to achieve and maintain a strong client service environment.
- Highly motivated and results orientated.
- Maintain flexibility in a continuously changing and fast paced work environment.
- Excellent organizational and analytical skills.
- Work independently, establish priorities and to exercise good judgment.
- Effectively establish priorities, organize tasks, and direct effective implementation of tasks in a demanding work environment.
- Ability to work independently under general direction from management, to manage workload across multiple simultaneous projects, to maintain a high level of productivity, and to meet deadlines under time constraints and continuously shifting priorities.
- Independently follow projects through to successful completion with a high degree of quality.
- Maintain up-to-date knowledge through literature, classes, exhibits, seminars, on-the-job training and other relevant training forums.
- Willingness to learn and apply new technology and willingness to develop skills to promote professional growth.
- Willingness to routinely stay in communication with technical staff at other organizations to stay abreast of computing developments and resources available over the network.

Attendance at conferences, classes, and exhibits, involvement in professional groups and associations, subscriptions to and readership of professional literature, and other sources of learning will all be referenced in evaluating the incumbent's initiative in this area.

- Work cooperatively and collaboratively with others in support of the mission of UC Davis.
- Demonstrate flexibility and willingness to assist in other areas of the department when needed.
- Ability to cultivate trust and build successful working relationships with stakeholders, subject matter experts, and other relevant staff and management.
- Work with a diverse group of people in such a manner as to build high morale and group commitments to goals and objectives.
- Meet client and management expectations by being consistently punctual, reliable, and flexible.
- Meet or exceed key point indicators as defined in the yearly goals of the employee performance appraisal.