



Job Title	ITSM Coordinator	FLSA Status	Exempt
Band	PRO	Probationary Period	12 Months
Zone	9	Job Code	12714

Class Specification – ITSM Coordinator

Summary Statement:	
<p>The purpose of this position is to act as a catalyst and change agent for the implementation, management, and continuous improvement of ITSM best practice processes across all of IT. The practitioner acts as a liaison leading and influencing the effort to strengthen the maturing ITSM program. The ITSM practitioner will be seen as a subject matter expert in the Information Technology Infrastructure Library (ITIL) framework as a collaborator; working with management and staff to implement best practices and to ensure process objectives are met so the intended benefits are realized; and maturing ITs processes are maximized efficiency while delivering improved and consistent services to City of Colorado Spring’s business units.</p>	
Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
40%	Supports and fosters a service management culture across the IT organization. Takes ownership of one or more ITIL based processes implementing process, policy, and measurements. Works with process owners, practitioners, and 3rd party suppliers to implement enhancements to existing processes to increase effectiveness and efficiency.
20%	Trains staff with specific ITIL based process and policy and general understanding of the ITIL lifecycle concept. Leads and participates in customer/business meetings on multiple ITSM topics to better understand how to more effectively support business processes and functions. Provides consistent, accurate, and useful knowledge for the management of IT services and systems.
20%	Creates, collects, analyzes, and publishes Metrics/KPIs/CSFs. Improves the operational processes and policies in support of the City of Colorado Springs’ mission. Enables IT customers to better understand the scope of IT services and the business value and efficiencies they provide.



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20%	Demonstrates and champions customer communications and services. Ensures IT focuses on customers by aligning services with business needs while enabling our customers to better understand the scope of IT services and the business value and efficiencies IT provides. Contributes to near-term and long-term organizational planning and strategy. Tracks and manages tickets to ensure timely and agreed resolutions and solutions. Collaborates with other ITSM process managers to influence the success of IT service management, the service delivery model, and fulfillment of business and team goals and objectives.
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Competencies Required:	
Human Collaboration Skills:	Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.
Reading:	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.
Math:	Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.
Writing:	Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Technical Skills Required:	
Advanced Skills and Knowledge:	Work requires advanced skills and knowledge in ITSM frameworks, approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.



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Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor's degree from an accredited college or university with major coursework in computer science, information technology, or a related field.

Experience: Five years of full- time responsible experience as an ITIL practitioner or process owner/manager in one or more lifecycle capabilities.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.	
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Supervision Exercised:

Work requires managing and monitoring work performance by directing subordinate supervisors, including making final decision on hiring and disciplinary actions, evaluating program/ work objectives and effectiveness, and realigning work and staffing assignments, as needed.

Supervision Received:

Receives Limited Direction: This job title normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.

Fiscal Responsibility:

This job title has no budgetary responsibility.

Physical Demands:

Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.



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Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: December 2015