

# MICHIGAN SENATE

## SENATE BUSINESS OFFICE

### POSITION POSTING

#### SENATE INFORMATION SERVICES – ITSM SPECIALIST

##### SUMMARY

Under the direction of the Director of the Senate Business Office and supervised by the IT Services Manager, the ITSM (IT Service Management) Specialist is responsible for documenting, performing, and ensuring that ITSM processes such as service management, incident/problem, and/or change/release events, knowledge management are executed according to the agreed upon process definitions and standards.

##### ESSENTIAL JOB FUNCTIONS

- Documents plans, creates, and maintains services and the service portal/catalog
- Contributes to the definition and maintenance of process strategies, standards, and procedures and is accountable for continual process improvements
- Identifies, investigates, and reports on reoccurring incidents; performs and documents root cause analysis; and works to reduce the time to resolution of production incident and problem events
- Ensures that the service processes are performed according to the agreed and documented standards and meets the aims of the process definition
- Oversees change and release program activities and is the primary point of contact for the production environment; works with stakeholders to oversee the process by which the production environment is updated, upgraded, and maintained
- Collaborates with Senate Application Services to develop, monitor, and enforce established release management processes and policies in support of cross-domain configuration, integration, testing, completeness, and consistency
- Identifies, investigates, and reports on reoccurring incidents; performs and documents root cause analysis; and works to reduce the time to resolution of production incident and problem events
- Identifies, investigates, and reports incidents occurring outside the agreed service level agreement (SLA) or performance requirements, and will work with the Senate Information Services teams during this process
- Contributes to the development of the team backlog and architectural runway, management of work in process (WIP) levels, and support of program and solution Kanbans
- Creates daily/weekly/monthly/yearly ITSM related metrics and performs trend analysis; generate ad-hoc reports as requested

##### SECONDARY DUTIES AND RESPONSIBILITIES

- Participates in special projects as assigned
- Performs all other duties, as requested by the IT Services Manager

## **EDUCATION /EXPERIENCE**

- Bachelor's Degree in Technology or Business, or professional certification in Project Management preferred
- ITIL v4 Certification required or to be obtained within 90 days of hire date
- Experience in an agile environment strongly preferred
- Two years or more configuration management of an IT service solutions software required
- Two years or more working in an ITIL environment required
- Other combinations of education and experience will be evaluated on an individual basis

## **SKILLS AND KNOWLEDGE REQUIRED**

- Knowledge and experience with ITSM Tools
- Knowledge and experience with ITIL terminology, best practices, and processes
- Knowledge and experience in Structured Query Language (SQL)
- Excellent technical writing skills following ITIL best practices
- Excellent attention to detail, thorough, organized, and punctual
- Ability to prioritize multiple tasks in a fast-paced environment, and work within time frames that may be rigid, or subject to change on short notice
- Ability to clearly communicate impediments or other concerns to any necessary level of the organization without compunction
- Ability to recognize, gather, assemble, correlate, and analyze facts and use them to draw conclusions, define problems, and devise solutions or suggest alternatives
- Ability to keep abreast of the latest trends and their effect on an organization
- Ability to follow directions and work independently
- Ability to communicate with others, both orally and in writing
- Ability to work outside of prescribed work hours when necessary
- Ability to maintain confidential information
- Ability to work in a professional and nonpartisan manner
- Ability to develop and maintain good working relationships with legislators and other elected officials, staff, vendors and other agencies

This job description is not intended as a comprehensive list of all of the duties required of this position. Additional duties may be assigned from time to time, and the listed duties are subject to change at any time, with or without notice.

**STATUS:** Salaried, with a standard benefit package

**SALARY:** \$75,000 - \$90,000, based on experience

**GOVERNING CAUCUS:** Nonpartisan

This is a non-civil service, at-will position.

**Interested applicants, please submit a cover letter and resume to:**

PO Box 30036

Lansing, MI 48909

Email: [resume@senate.michigan.gov](mailto:resume@senate.michigan.gov)

The Michigan Senate considers applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, height, weight, disability, marital status, or any other legally protected status. If you are a person with a qualified disability, you may request any needed reasonable accommodation to participate in the application, testing, and/or interview process by contacting the Senate ADA Coordinator at 517-373-1675.