Career Path Exploration: Careers in ITSM

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The following career path exploration focuses on the roles and responsabilites in ITSM.

Career Progression in ITSM

- Entry-level roles: IT Service Desk Analyst or Knowledge Manager
- Mid-level roles: Change Manager or Information Security Manager
- Senior roles: IT Service Manager, ITSM Consultant, or Service Owner

ITSM Certifications
Shiff (2024) listed the following certification in relation to ITSM.

Entry-Level:
- ITIL 4 Foundation Certification (IT professionals looking for an introduction to ITSM)
- CompTIA A+ (Beginner IT professionals)
- HDI Customer Service Representative (HDI-CSR) (IT support professionals looking to improve customer service skills)
- HDI Support Center Analyst (HDI-SCA) (Service and support analysts looking to improve incident management skills)
- KCS Fundamentals certification (IT professionals looking to learn KCS basics)
- COBIT Foundation ITSM Certification (IT leaders looking to increase their COBIT framework knowledge)

Advanced:
- ITIL 4 Managing Professional (MP) (IT practitioners managing teams)
- ITIL 4 Strategic Leader (SL) (Senior IT leaders and executives)
- ITIL 4 Master (Senior IT leaders and executives who want to demonstrate deep ITSM knowledge)
- CompTIA Network+ (Aspiring network and cybersecurity specialists)
- CompTIA Security+ (Aspiring cybersecurity specialists)
- HDI Desktop Advanced Support Technician (HDI-DAST) (Desktop and advanced technicians)
- HDI Support Center Team Lead (HDI-SCTL) (Support center team lead or a supervisor)
- HDI Support Center Manager (HDI-SCM) (IT support center managers)
- HDI Desktop Support Manager (HDI-DSM) (New and experienced desktop support managers)
- HDI Support Center Director (HDI-SCD) (Seasoned technical service and support leaders)
- HDI Problem Management Principles (Problem management practice/process managers, practitioners, and stakeholders)
- KCS Practices certification (Supervisors and project leaders for KCS adoption)

ITSM Roles and Responsabilities

According to Mohanakrishnan (2024) these are the responsabilites and skills needed for key ITSM roles.

IT Service Desk Analyst
- **Responsibilities**:
  - Handle incidents and service requests.
  - Escalate complex issues to specialised teams.
  - Maintain a knowledge base for troubleshooting.
- **Skills Needed**:
  - Communication, problem-solving, knowledge of ticketing systems and basic IT concepts.

IT Service Manager
- **Responsibilities**:
  - Oversee service delivery and ensure SLA compliance.
  - Manage service lifecycle and drive improvement initiatives.
  - Collaborate with business units to align IT services with goals.
- **Skills Needed**:
  - Leadership, strategic planning, and ITIL expertise.

ITSM Consultant
- **Responsibilities**:
  - Advise organisations on ITSM framework adoption (e.g., ITIL, COBIT).
  - Implement ITSM tools and processes.
  - Train teams on effective ITSM practices.
- **Skills Needed**:
  - Expertise in ITSM tools, process optimisation, and communication.

Change Manager
- **Responsibilities**:
  - Ensure changes to IT systems are planned, approved, and implemented with minimal disruption, according to the companies policies.
  - Manage change schedules and monitor outcomes.
  - Communicate effectively with stakeholders.
- **Skills Needed**:
  - Organisational, risk management, and negotiation skills.

Service Owner
- **Responsibilities**:
  - Act as the primary point of accountability for a specific IT service.
  - Define service goals and ensure alignment with business objectives.
  - Manage service performance and improvement initiatives.
- **Skills Needed**:
  - Strategic vision, customer focus, and service management expertise.

Information Security Manager
- **Responsibilities**:
  - Protect IT services and data from security threats.
  - Develop and enforce security policies and compliance standards.
  - Conduct risk assessments and manage security incidents.
- **Skills Needed**:
  - Cybersecurity knowledge, risk management, and analytical thinking.

Knowledge Manager
- **Responsibilities**:

- o   Manage the lifecycle of knowledge assets within the organisation.
  - o   Create and maintain a centralised knowledge base for ITSM processes.
  - o   Ensure the availability of accurate and useful documentation.
- **Skills Needed**:
  - o   Writing, editing, organisational, and technical knowledge.

Resources

Shiff, L. (2024) ITSM Certifications for 2024: A Beginner's Guide. Available from: https://www.bmc.com/blogs/itsm-certifications [Accessed 18 November 2024].

Mohanakrishnan, M. (2024) IT Service Management (ITSM) Role and Responsibilities. Available from: https://www.knowledgehut.com/blog/it-service-management/it-service-management-roles-and-responsibilities?lctid=167729 [Accessed 18 November 2024].