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|  | **Posting Information:**  **Working Title: Service Order Manager**  Department: ITS Infrastructure Networks Job Code: 103570 FLSA Status: Exempt  Salary Range: Competitive Min to Competitive Max Appointment: 100%  Posting Start Date:  Posting End Date:  **Summary:**  The Information and Technology Services (ITS) organization at the University of Michigan has an exciting opportunity for a Service Order Manager. This position has the autonomy, authority, and accountability to make decisions that impact operations, obtain resources, and ensure successful results for the assigned products and services.  The person in this position:   * Collaborates across ITS to set and approve strategic priorities for the assigned products and services in the context of the large picture of ITS and U-M goals and strategy. * Collaborates with stakeholders across ITS and U-M to develop and execute strategy. * Promotes cooperation and effectively manages customer relationships. Provides strategic goal and recommendations to the Director and/or Executive Director for the assigned products and services based on an understanding of U-M, ITS and stakeholder strategic goals. * Participates in strategic planning efforts and sets direction for the assigned products and services. Monitors and approves expenses. * Has impact on and responsibility for budgeting, controlling costs, planning, scheduling, procedural and policy changes. Works independently, requiring limited direction from upper management. * Responsible for planning, designing, optimizing and ensuring that the development and implementation of methodologies for installation, commissioning, , compliance, performance metrics, and support. * Provides direction over a permanent status-continuing function not a collection of employees assigned to complete a project. * Has functional and administrative responsibility for staff and functions within defined area. * Approves and is accountable for recruiting, coaching and counseling employees for success, evaluating performance, developing salary planning proposals, assisting employees with career development planning and training. Sets team performance objectives, direction and goals. * Demonstrates proficient knowledge of and helps others understand networking principles, practices, standards, technologies, and procedures.   **Responsibilities:** |
|  | * Provide direction, leadership, and management of a team responsible for the solution delivery of communications networks, services and infrastructure utilized across campus. Define overall roadmap and strategic planning for service requests, assist in the implementation of the team’s customer service strategy, and provide oversight for requests resulting in effective communication and collaboration across the organization while delivering successful outcomes that are within budget; meet customer preferred timelines and result in high customer satisfaction. Establish policies, procedures, and standards to support ongoing planning efforts, network installations/upgrades, and service improvements. * Provide direction and guidance to people, process, and technologies involved with service delivery. Act as a liaison to the team responsible for the billing, telemanagement, online service request, and other information systems. * Build and maintain high levels of customer engagement to ensure: customer needs and requirements are being met; potential problems are detected ahead of time and avoided or mitigated to reduce the level of business interruptions; ITS is delivering additional business value over and above traditional, reactive service offerings; and, helping customers make the best use of ITS services to address key support value drivers or reduce operational costs. * Direct management team on the execution of strategies to achieve ITS goals. Be able to bridge the worlds of customer service with UM’s academic, administrative and research communities. Effectively utilize leadership and strategic thinking skills to set strategic direction and collaborate across the organization. * Benchmark services to competitors to ensure alignment of strategy to industry and consumer trends and build a competitive advantage. Investigate emerging technologies and solutions; evaluate through trials and pilots to ensure leading edge service. * Proactively anticipate and resolve problems, and create conditions and processes to support change. Demonstrates effective creative problem solving, flexibility, quality service, and interpersonal skills when evaluating, advocating for, and developing enhancements, resulting in product and process improvements that leverage the capabilities of existing technology and meet customer and organizational expectations. Analyze data and develop recommendations for service improvement. Lead or coordinate projects or initiatives that include upgrades, troubleshooting issues, integration of software/hardware and the implementation of new services. * Collaborate with technical teams to resolve infrastructure and environment related issues, while ensuring high quality technology implementations are done in accordance with the design and defined technical standards. * Serve as an escalation point for sensitive, unresolved or complex issues. Ensure all requests are processed with a high level of customer satisfaction, as well as, efficiency and timeliness. Manage large scale, time-sensitive projects with a focus toward excellent customer service and alignment with ITS strategy and goals. * Responsible for maximizing return on investment, including customer and employee feedback. Conduct analysis on metrics to recommend changes to improve or enhance service or organizational effectiveness. * Responsible for managing staff including recruitment, work plan, development, training, performance evaluation, and other various staff functions.  Prepare and review budgets, approve expenditures, and submit budget or revenue proposals. * Demonstrate skill development by actively participating in growth opportunities for continuous development and improvement and applying new skills/knowledge to the job as evident by the ability to efficiently and effectively perform assigned duties, resulting in meeting or exceeding customer expectations and performance metrics. * Demonstrate effective communication skills when providing training and mentoring to less experienced staff, resulting in staff and teams using and implementing the latest policies, procedures, and best practices to accomplish tasks. * May require working during non-business hours and on weekends.     **Required Qualifications:**   * Bachelor's degree in data communications, telecommunications, electronics or computer science, or an equivalent combination of education and experience. * 5-7 years of leadership experience and responsibility for the strategic technical direction and oversight of multiple and diverse communications technologies including: planning, design, consulting, project management, installation, budget development and authorization of expenditures for telecommunications environments. * 5-7 years of functional or administrative supervisory experience of staff at all levels from diverse backgrounds, recruiting, mentoring, career development, resource planning and scheduling, performance management, and team building. * Demonstrated knowledge of communication systems and networks (voice, data, video, WiFi) * Demonstrated expertise in project and program management * Demonstrated experience planning, coordinating, and executing complex projects involving multiple stakeholders and teams * Demonstrated skills in written and oral communications, working with diverse work groups, conflict resolution, negotiations and the management of self-directed work groups. * Demonstrated experience in establishing and maintaining effective relationships with internal and external customers in a manner that consistently meets expectations for exemplary customer service and experiences. * Demonstrated experience in establishing and leveraging relationship with other departments to align ITS services and policy. * Demonstrated success in proposing, advocating for, planning, implementing, measuring, and communicating effective change approaches. * Demonstrated experience in developing and managing complex budgets and financial reporting. * Demonstrated experience with costing and rate setting activities   **Desired Qualifications:**   * Background and leadership experience with technical support teams. * Proven success at delivering end-user service in a complex environment that results in a high level of user satisfaction. * Experience developing and managing end-to-end services   **Organizational Competencies:**  The successful candidate is expected to demonstrate the following organizational competencies:  **Leadership / Achievement Orientation:** Organize others by identifying resources needed to accomplish the goal, assigning and prioritizing tasks, understanding the functions and interrelationships of the work area, scoping out length and orchestrating multiple activities to accomplish a goal. Set and measure performance against goals and evaluates results. Ensure quality of others works. Recognize the achievements and contributions of others.  **Strategic Thinking:** Demonstrate the ability to see the total enterprise, to spot trends, understand the competitive landscape and see where the business needs to go and lead it into the future. Look for game-changing information at the periphery of the telecommunications and networking industry. Build wide networks among the UM community and its peer or competitor institutions to better understand requirements for teaching and learning, research, administration and patient care and the impact the networking infrastructure has on those endeavors. Identify challenges and opportunities for effective provisioning, delivering, monitoring and maintaining a world-class  **Quality Service:** Empower staff to resolve problems and complaints independently at the lowest level, involving staff in the development of service delivery models, and actively sharing expertise and best practices.  **Building Relationship / Interpersonal Skills:** Use formal/informal networks to accomplish tasks and objectives; develop and maintain smooth, cooperative working relationships.  **Creative Problem Solving:** Work with and enables others to resolve problems and offer innovative solutions. Reframe problems to uncover root causes and checks for understanding and clarity. Advocate strongly for new ideas, processes, and or service to increase efficiency, productivity, quality and, customer satisfaction.  **Communication:** Communicate clearly, correctly, knowledgeably, respectfully, and effectively both verbally and in writing, face to face and in front of a group with differing audiences, including communicating technical content to a non-technical audience.  **Flexibility / Adaptability to Change:** Be proactive in proposing, advocating for, planning, implementing, measuring, and communicating about effective change approaches with the assigned unit. Introduce innovations; look for opportunities to engage customers in decision-making; respond quickly to customer concerns or issues, and draw on leading practices from other organizations. |

**Position Description:**

**Working Title: Service Order Manager**

Department: ITS Infrastructure Networks  
Job Code: 103570  
FLSA Status: Exempt

**Summary:**  
The Information and Technology Services (ITS) organization at the University of Michigan has an exciting opportunity for a Service Order Manager. This position has the autonomy, authority, and accountability to make decisions that impact operations, obtain resources, and ensure successful results for the assigned products and services.

The person in this position:

* Collaborates across ITS to set and approve strategic priorities for the assigned products and services in the context of the large picture of ITS and U-M goals and strategy.
* Collaborates with stakeholders across ITS and U-M to develop and execute strategy.
* Promotes cooperation and effectively manages customer relationships. Provides strategic goal and recommendations to the Director and/or Executive Director for the assigned products and services based on an understanding of U-M, ITS and stakeholder strategic goals.
* Participates in strategic planning efforts and sets direction for the assigned products and services. Monitors and approves expenses.
* Has impact on and responsibility for budgeting, controlling costs, planning, scheduling, procedural and policy changes. Works independently, requiring limited direction from upper management.
* Responsible for planning, designing, optimizing and ensuring that the development and implementation of methodologies for installation, commissioning, , compliance, performance metrics, and support.
* Provides direction over a permanent status-continuing function not a collection of employees assigned to complete a project.
* Has functional and administrative responsibility for staff and functions within defined area.
* Approves and is accountable for recruiting, coaching and counseling employees for success, evaluating performance, developing salary planning proposals, assisting employees with career development planning and training. Sets team performance objectives, direction and goals.
* Demonstrates proficient knowledge of and helps others understand networking principles, practices, standards, technologies, and procedures.

**ITS Job Duties / Purpose:**

Primary focus of this position is to oversee the request and fulfilment of voice, video, and data network related service requests from campus. To that extent, the person in this position manages a team of telecommunications analysts and project managers that work closely with ITS staff, campus units, and external entities to provision telecommunications services in campus buildings as part of routine campus activity or small construction/renovation projects. This position is also responsible for defining the overall roadmap and strategic planning for service requests, assist in the implementation of the team’s customer service strategy, and provide oversight for service requests resulting in effective communication and collaboration across the organization while delivering successful projects that are within budget; meet customer preferred timelines and result in high customer satisfaction.  Establish policies, procedures, and standards to support ongoing planning efforts, network installations/upgrades, and service improvements. In addition to the telecommunications analysts and project managers, this position is also responsible for managing billing analysts and overseeing the billing of telecommunications products and services. This position is also responsible for helping set strategy for service request fulfillment. This work includes working closely with the team responsible for managing the information systems used in request fulfillment, online service requests, telemanagement, and billing.

Work assignments involve an understanding and consideration of multiple systems, platforms, and IT services (i.e., cloud-based applications, security and storage) and integration of services across multiple platforms. Expected to keep current with emerging technologies and identify enterprise solutions that enhance a unit’s network performance, productivity or effectiveness. The job position combines strategic planning, management, technical expertise and financial responsibilities.

**Leadership – 15%**

Articulate and demonstrate the values and ethics of the organization. Create and communicate a compelling vision of the future; inspire and mobilize the team to achieve it. Drive delivery of new and changing models for service delivery, customer support and costing models for services and products. Build strong and cooperative relationships with staff, faculty, and other IT leaders by setting high standards for performance on dimensions that matter to customers. Has the ability to adapt quickly to changing customer requirements or needs; and interacts with customers in an open, ethical, honest, and accepting manner.

Demonstrates effective leadership, flexibility, interpersonal and communication skills, and quality service as evident by: acting in and leading others to act in an ethical and accepting manner; leading the organization to deliver products and services that support the organization’s mission and vision; and developing influential relationships, resulting in an organization aligned with the U-M culture and strategy.

**Strategy and Planning (15%)**

Lead or contribute to high-level network planning, design, and optimization. Help develop strategies and direction for in-building network infrastructure solutions using current and emerging technologies. Collaborate with business partners and stakeholders across ITS and UM to understand, develop and set the overall technical roadmap to the long-term strategic plan for the design and implementation of all aspects of a secure and robust in-building network, in the context of the larger picture of ITS and UM’s goals and strategy.   Analyze several aspects of the technical, business and end-user environment, including the use and application of rapidly changing, consumer-driven, owned/leased devices and cloud-based services.

Creates and manages budgets. Reviews and authorizes expenditures and the appropriate use of UM funds and resources. Creates and implements the staffing plan for the networking planning, installation and consulting team as part of budgeting responsibilities. Approves and is accountable for employment activity and decisions: hiring, job responsibilities, training, discipline, and work schedules.

**Staff Supervision and Development – 30%**

Manages a team of telecommunications project managers involved with all phases of planning/support, and the installation/upgrade of communications networks, systems and services. Directs and evaluates the team’s implementation and execution of proactive network planning, consulting and support by focusing on long-term and strategic goals for units and departments when requested. Manages functional and technical teams by establishing performance measures, goals, objectives and priorities, providing direction and feedback, and ensuring assigned tasks are completed accurately, on budget, in a timely manner, and with high customer satisfaction. Recruits and selects high caliber people with diverse cultures, backgrounds and experiences. Manages new hire on- and off-boarding activities.

Coaches and mentors staff by providing accurate, specific and timely feedback; provides staff with information for a clear understanding of job expectations and successful job performance. Emphasizes the importance of participating in professional growth opportunities for continuous development and improvement; identify opportunities for staff to apply new skills/knowledge to the job and effectively perform assigned duties.

**Service Improvements – 15%**

Leads service enhancement projects by identifying and quantifying customer requirements, delineating the gaps between customer requirements and the capabilities of existing technology and resources, and recommending proactive improvements. Creates network or process designs that balance requirements and risk; conducts a total cost of ownership/cost benefit analysis and review.   Researches and develops a comprehensive understanding of assigned products; determines rationale for solutions depending on platform, dependencies, integrations, and variables. Plans and recommends network hardware, systems management software and architecture. Evaluates and recommends new products, maintains knowledge of emerging technologies for application to the network enterprise.

* Establishes parameters for and monitors work quality and performance metrics; operational processes, procedures and standards.
* Demonstrates relationship building and effective communication skills through active listening and frequent communication with team members, customers, and vendors, resulting in understanding quality improvement needs, creating buy-in for enhancements, and collaboration with staff.
* Demonstrates effective creative problem solving, flexibility, quality service, and interpersonal skills when evaluating, advocating for, and developing enhancements, resulting in product and process improvements that leverage the capabilities of existing technology and meet customer and organizational expectations.

**Project Management – 10%**

Manages the execution of the resources for high-level and multiple telecommunications and network projects; develops implementation, contingency plans, and timelines for projects. Provides status reports, exchanges relevant information with management and project teams, and meets timelines. Provides accurate timely estimates for tasks, and notify stakeholders of potential risks and issues.

* Effectively utilizes leadership, analytical and creative problem solving skills, interpersonal and communication skills, along with standard processes and methodologies, as evident by successful management, and implementation of projects (including upgrades) resulting in effective collaboration across the organization, and project completion that meets requirements and quality expectations and is on time.

**Operational Management – 10%**

Responsible for the day-to-day operations of the project manager team charged with completing multiple, simultaneous telecommunications and network projects involving shared resources and integration points, including other services and vendors. Sets direction and offers guidance on the end-to-end performance of the in-building network service, system-wide issues and incidents that cross teams. Inform ITS and customers about the design and service architecture guidelines; collaborates across the organization to manage the production environment.

* Demonstrates quality service and accountability in the process of: resolving incidents, fixes, and minor enhancements, resulting in accurate, timely, compliance, efficient solutions and data as evidenced by: meeting customer needs and implementations done in accordance with the design and defined technical standards.
* Proactively seeks information and utilizes analytical and creative problem solving skills along with standard processes and technologies resulting in secure and reliable network connections and services.

**Development of Self and Others – 5%**

Stays current with relevant advances in technologies, makes cases for advances in current infrastructure based on technological advances. Provides technical leadership and knowledge transfer to technical staff that support the campus network; and, identifies training activities that will assist in developing necessary skills for Tier 1-3 technical support. Mentors staff:

* Demonstrates skill development by actively participating in growth opportunities for continuous development and improvement and applying new skills/knowledge to the job as evident by the ability to efficiently and effectively perform assigned duties, resulting in meeting or exceeding customer expectations and performance metrics.
* Demonstrates effective communication skills when providing training and mentoring to less experienced staff, resulting in staff and teams using and implementing the latest policies, procedures, and best practices to accomplish tasks.

**Organizational Competencies**

The successful candidate is expected to demonstrate the following organizational competencies:

**Leadership / Achievement Orientation:** Organize others by identifying resources needed to accomplish the goal, assigning and prioritizing tasks, understanding the functions and interrelationships of the work area, scoping out length and orchestrating multiple activities to accomplish a goal. Set and measure performance against goals and evaluates results. Ensure quality of others works. Recognize the achievements and contributions of others.

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*The statements included in this description are intended to reflect the general nature and level of work assigned to this classification and should not be interpreted as all-inclusive.*