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| **Working Title:** | **Service Center and Operations Manager** |
| Job Code Title: | IT Help Desk Manager |
| Job Code Number: | 102342 |
| Department Name: | 676609 ITS SS Service Center |
| Salary Range: | ($67,692 -$90,000) |
| FLSA Status: | Exempt / Salary Level 09 |
| Replacement: | PCN 1567 ($95,000) |
| External Boards | ~~Monster, Dice,~~ **LinkedIn** / Shortcode charged: 194548 |
| Comments: |  |

**HOW TO APPLY** (Standard language - do not change)

A cover letter and resume are required; the cover letter must be PAGE 1 of your resume. The letter should:

(1) Specifically outline the reasons for your interest in the position

(2) Outline your particular skills and experience that directly relate to this position

(3) Provide your current or ending salary

Starting salary may vary depending on qualifications and experience of the selected candidate.

***\*HR USE:*** *Insert clause here, this includes language for end dated or underfill positions.*

**JOB SUMMARY** *(Copy and paste all from Job Description)***:**

Information and Technology Services (ITS) at the University of Michigan has an opportunity for a Service Center and Operations Manager. The manager will oversee multiple teams that focus on support of learning management systems; as well as management of identity and account records including passwords/authentication, and elevated access authorization. The teams’ functions include business systems analysis; operations; and front-line support for the campus community.

This position is part of a leadership and management team for the ITS Service Center and reports to the the Assistant Director, Service Center and Operations. This leadership team is responsible for:

* a Tier-1 operation that supports faculty, staff, and students using a wide variety of technologies - from network connectivity to enterprise administrative systems
* an operations team managing elevated access to ITS systems and services
* an integrated Tier 1-2 group, being formed to improve initial support for more than 15,000 campus users of our desktop support service

The manager works collaboratively with the ITS Service Center leadership team, and across ITS, to set operational priorities that are aligned to ITS and university goals and strategy. Responsible for daily management and continuous improvement of operations: staffing and staff development; team budget/expenses; process review and improvement; and maximizing the value from support tools. A strong foundation of process execution and improvement is required, coupled with a keen focus on delivering IT services that will make our end users more effective and advance their missions.

For more information about the department of ITS, please visit our website: <http://www.its.umich.edu/>

**RESPONSIBILITIES** *(Copy and paste key responsibilities from Job Description)***:**

As a Service Center and Operations Manager for the ITS Support Services organization at the University of Michigan, your position’s key responsibilities include, but are not limited to, the following:

**Leadership**

* Build relationships with colleagues in ITS and across campus, key stakeholders, and end users to ensure that goals for service quality and end user productivity and satisfaction are understood and exceeded. Communicate effectively across the organization and collaborate.
* Identify opportunities to improve service delivery and operations, based on analysis of performance metrics and other information sources. Lead planning and execute initiatives.
* Provide recommendations and collaborate in strategic planning and setting of overall service and technical direction for the department.
* Collaborate to set vision and strategy for the team; enroll others in the vision and use leadership skills to help team members and colleagues navigate through change.
* Recruit, train, coach, and mentor Service Center analysts including career development.

**Management**

* Manage the day-to-day operations of the team resulting in: workload equity; compliance with standards; and services and deliverables that provide consistency and dependability in meeting customer and organizational expectations.
* Develop staffing plans and schedules, proposals, and budgets resulting in effective planning and appropriate use of funds and resources.
* Oversee Service Center requests, incidents and problems, monitoring and managing support queues to ensure timely issue resolution and high-quality customer service.
* Oversee documentation of the teams’ processes, knowledge base, and self-service capabilities for the faculty, staff, and students we support.
* Apply Workforce Management tools and methods to scale staffing levels and meet goals for coverage of work shifts; customer & staff satisfaction; efficiency and costs
* Ensure effective communications about normal operations and exceptions that impact services and projects; escalate appropriately

**Operations**

* Act as an escalation point for support issues. Determine root cause of recurring issues and communicate impacts appropriately. Manage and coordinate urgent and complex support issues.
* Provide regular and ad-hoc reporting on key performance indicators, trends, and performance against service level expectations.
* Develop and improve processes

**Organizational Competencies**

Successful candidates will be expected to demonstrate in this role the following organization competencies, but not limited to: (Standard language. Do not change)

*Copy and paste key competencies at least 3 from Job Description - NOTE: competencies language changes with level selected*:

*QUALITY SERVICE* **-** Focus efforts on fulfilling customer expectations by seeking insight into customer needs and developing solutions that provide value for the customer. Develops and maintains a strategic relationship and partnership with customers based on in-depth knowledge and understanding of the customer’s objectives and business. Evaluate policies to ensure effective customer service. Fosters collaboration and breaks barriers, which impede good service delivery.

*CREATIVE PROBLEM SOLVING* **-** Implement complex changes and problem solutions. When faced with obstacles or uncertainty, is able to reassess situation, make adjustment and move forward in a positive way. Ensure the development and implementation of change management strategies when implementing innovation and/or problem resolution. Considers the political environment when solving problems and implementing change.

*LEADERSHIP AND ACHIEVEMENT ORIENTATION* - Checks for understanding and provides resources and guidance consistent with the task in relation to the individual’s ability. Accomplish objectives despite challenges and/or setbacks.  Articulate clear compelling vision of changes that are required. Remains calm; provides a stabilizing influence during change and transition. Identify strengths, weaknesses, threats and opportunities for the organization/unit.

COMMUNICATIONS -Demonstrates advanced writing communication skills e.g. reflecting sensitivity to tone, audience and organizational and unit politics. Delivers presentations tailored to the level and type of audience.

**REQUIRED QUALIFICATIONS** *(Copy and paste all from Job Description)* **:**

* Bachelor’s degree, or equivalent combination of education, certification, and experience.  Preferred in computer science, business computing or a related field
* Minimum of five years of management experience that includes recruiting, mentoring, career development and performance management, leadership, and or team building.
* Minimum of eight years years in IT, customer service, or other relevant operations settings.
* Demonstrated experience in roles requiring confidentiality, timeliness, customer service, organization, prioritization, troubleshooting, and working independently
* Demonstrated experience required with development, implementation, and improvement of processes
* Demonstrated proficiency with current computer technology and applications (e.g. tools for documents, spreadsheets, presentations, and collaboration)
* Demonstrated ability to comprehend and integrate projects into overall department and organization direction.

**DESIRED QUALIFICATIONS** *(Copy and paste all from Job Description)* **:**

* Demonstrated experience with IT support tools and practices.
* Demonstrated experience fostering relationships with end users and being a champion of excellent service.
* Proficient experience managing cultural and/or organizational change.
* Demonstrated experience with IT service desk processes including management of incidents and knowledge
* Working knowledge of service center technologies such as ticketing systems (ServiceNow or others), telephone systems
* Relevant training and certification such as HDI Support Center manager; ITIL certification; other service center or service management training
* Experience with infrastructure and platform technologies such as Google, Exchange, networking, Windows Server, etc.

**WORK SCHEDULE**

Punctual, regular, and consistent attendance is required. Work schedule is primarily based on business hours with some flexibility required for extended-hours operations, and responsiveness to urgent situations outside regular hours.

**WORK LOCATIONS**

Primary work location will be on-campus; will require occasional travel to various campus locations.

**ADDITIONAL INFORMATION**

The University of Michigan was featured as one of the "Great Colleges to Work For" in the 2015 [Chronicle of Higher Education](http://chronicle.com/interactives/greatcolleges15#id=inst-1839)

The University of Michigan is a recipient of the 2015 Seal of Distinction by the [WorldatWork Alliance](http://www.awlp.org/awlp/seal/recipients.html), recognizing strategies and practices that help employees achieve success in work-life effectiveness.

The University of Michigan is ranked as the 14th top university in the world, up five spots from last year, according to the [2016 Times Higher Education World Reputation Rankings](https://www.timeshighereducation.com/world-university-rankings/2016/reputation-ranking)!

This position may work with and/or support systems that maintain or process sensitive institutional data as defined by university policy.   Successful candidates must comply with federal, state, and local law, and/or university policies or agreements that require the university to implement specific privacy and security safeguards, including but not limited to ITAR, EAR, HIPAA, and FISMA. Responsible for protecting data and information from unauthorized release or from loss, alteration, or unauthorized deletion; and, following applicable regulations and instructions regarding access to computerized files, release of data, etc. as stated in a computer access agreement which the incumbent signs.

**Additional Requirements/Physical Demands**

Candidate must regularly move throughout the office environment, and must frequently operate a computer to complete work and tasks.

**APPLICATION DEADLINE**

Job openings are posted for a minimum of seven calendar days.  This job may be removed or extended from posting boards and filled any time after the minimum posting period has ended. Please check <http://umjobs.org> for updates on the Job Detail section of the posting to confirm application deadline.

**UM EEO/AA STATEMENT**

The University of Michigan is an equal opportunity/affirmative action employer.

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**HR USE ONLY BEYOND THIS POINT:**

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**External Board Updates:**

**ACTION:** In eRecruit Posting – USE font Arial, size 12 and check spacing.

**ACTION:** Select 0 - On Approval Date, then type number of days to post for both External and Internal

**ACTION:** Print Job Opening Posting Form and write JP# and External Board posted and short code - Give to Matt.

**Do Not Use For This Position:**

Punctual, regular, and consistent attendance is required. May require a flexible work schedule and working during non-business hours based on business needs. Require on-call availability outside normal working hours.

Will require travel to various locations on campus

Successful candidate must meet the requirements of operating a University owned vehicle, and possess a valid driver's license with less than 7 points.

Candidate must regularly move throughout the office environment, must frequently operate a computer to complete work and tasks, and may be required to move equipment weighing up to 120 pounds.

This position may work with and/or support systems that maintain or process sensitive institutional data as defined by university policy.   Successful candidates must comply with federal, state, and local law, and/or university policies or agreements that require the university to implement specific privacy and security safeguards, including but not limited to ITAR, EAR, HIPAA, and FISMA. Responsible for protecting data and information from unauthorized release or from loss, alteration, or unauthorized deletion; and, following applicable regulations and instructions regarding access to computerized files, release of data, etc. as stated in a computer access agreement which the incumbent signs.

**\* Underfill notice:** *This position will be filled at the xxx level salary range of $xxx - $xxx as the primary goal.  The requirements listed below reflect the xxx level expectation.  However, those with lesser experience are encouraged to apply and may be considered if primary goal is not met.  Lesser experience candidates will be reviewed at an xxx level salary range of $xxx - $xxx.*

**New Physical Demands Language:**

Candidate must regularly move throughout the office environment.

Candidate must frequently operate a computer to complete work and tasks.

Candidate must remain stationary for prolonged periods of time throughout the workday. (example for: Service Center)

Candidate may be required to move equipment weighing up to xxx pounds.

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