



JOB INFORMATION

<i>Job Code:</i>	166775
<i>Job Title:</i>	Analyst, ITSM
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	Computer Service/Support
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Responsible for day-to-day activities that support the efficiency of the information technology service management program/processes. Handles reporting. Performs data analysis and validation; assists with documentation and adoption. Helps process managers and customers. Identifies opportunities for improvement in collaboration with ITSM team.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		
	X	Bachelor's degree	Computer Science	Or
	X	Bachelor's degree	Computer Information Systems	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		2 years		
	X	3 years		

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Familiar with Change, SACM, Incident and Problem processes.
X		Familiarity with ServiceNow CMDB, logical and physical server types, and network concepts (routers, switches, firewalls, NAT, load balancing).
X		Basic understanding of IT infrastructure.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Basic MS Excel skills.
X		Excellent oral and written communication skills.
X		Strong analytical and evaluative abilities.
X		Facility discussing technical matters with business people and business matters with technical people.
X		Customer service skills.
X		Ability to prioritize projects, conduct research, and coordinate the work of others.
X		Problem solving and organizational skills.
	X	Bachelor's degree in computer science, computer information systems, information technology, or relevant field.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
X			Certification from ITIL Foundations or similar

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Performs analysis for the management and recovery of virtual and physical infrastructure, personal computing endpoints, and software licenses. Provides metrics via ServiceNow reporting as directed.				
Ensures proper carrying out of inputs, outputs and interfaces in asset and configuration management processes. Reconciles asset and configuration items data.				
Performs visual/onsite asset validation and record updates (e.g., new and existing High Value Asset [HVAs] records, ITAM, CMDB). Maintains inventory updates for service catalog.				
Supports the lifecycle of IT assets and configuration items (CIs) in the configuration management database (CMDB). Assists with issues relating to service asset and configuration management.				
Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.