



**USC** University of  
Southern California

## Senior ITSM Analyst (ITS)

### Job Description

#### JOB INFORMATION

Job Code:	166774
Job Title:	Senior ITSM Analyst (ITS)
FLSA Status:	Exempt
Supervisory:	
Job Family:	Computer Service/Support
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

#### JOB SUMMARY

Provides specialized support in the development and continuous improvement of all ITIL service management processes (e.g., strategic input for service management). Responsible for designing and implementing the end-to-end process integration across the organization. Ensures business value by collaborating with owners, stakeholders and customers. Demonstrates ITS values in action.

#### JOB QUALIFICATIONS:

##### Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree		In
	X		Computer Science	Or
	X		Cell Biology	Or
	X		Information System Management - Network Management	Or
	X		in related field(s)	

##### Additional Education

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

Combined experience/education as substitute for minimum education

##### Work Experience

Req	Pref	Work Experience	Experience Level	
X		5 years		
	X	8 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

Req	Pref	Functional Skills
X		Experience implementing ITIL-based processes using ServiceNow or similar ITSM systems.
X		Thorough understanding of leading ITSM processes, methodologies and frameworks.
X		Proficient functional documentation skills and experience presenting ideas and solutions in non-technical, business-friendly terms.
X		Proven analytical and problem-solving abilities.
X		Experience producing technical writing in multiple formats, including end-user documentation, operational guides, technical reports, and technical process flows which promote and enable activity planning, risk reduction, compliance, and simplified access to information.
X		Proven ability to independently assess problems and prioritize accordingly, with demonstrated experience in effectively prioritizing and executing tasks in a fast-paced environment.
X		Ability to develop positive working relationships and strong rapport with team members, stakeholders and customers.
	X	Experience in service management.
	X	Understanding of cloud service providers, standard infrastructure and application product offerings, customer support, and related technology.

## Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		ITIL Expert certification

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Ensures service management processes are designed in compliance with USC and ITS policies, processes and procedures. Acquires data from diverse sources, analyzes complexities and inconsistencies to solve problems, and translates information into written, digestible documentation. Distributes and presents information to a variety of customers and stakeholders. Analyzes process performance, documents and measures results, and defines pathways to success.				
Delivers high-quality service focused on responsiveness, assurance, and empathy. Builds and leverages strong relationships to achieve shared objectives, negotiating and winning concessions. Maintains customer-focused mindset when designing processes, and gains insights into customer pain points, challenges and needs. Acquires data from diverse sources, analyzes complexities and inconsistencies to solve problems, and translates information into written, digestible documentation. Distributes and presents information to a variety of customers and stakeholders.				
Leverages latest industry knowledge and best practices to facilitate innovation, identify opportunities for improvement, and support decision-making with ambiguous or unique challenges. Maintains currency with service management methodologies, frameworks and trends.				
Supports the service management team's vision and process improvement efforts. Aids the cultivation of an inclusive environment and a culture of trust and transparency, sharing information broadly, openly, and deliberately. Builds and maintains collaborative relationships with diverse team members, peers, and leaders. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service).				

## 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		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

**Other Requirements**

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>

<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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>	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.