

## Franklin County Data Center Job Posting

### **JOB TITLE: Technology Service Management Analyst**

Pay Range: \$55,047-\$71,562

### **SUMMARY**

The goal of the Service Management Analyst is to bolster client awareness and efficiency while garnering IT collaboration opportunities. This role will support the Business Services Analyst through service management, service standards alignment, and analysis. The Service Management Analyst will be a key customer advocate analyzing and reporting service usage, anticipating business needs and making solutions recommendations. Committed to championing collaboration, the Technology Service Management Analyst will assist with solutions optimization, problem resolution and service communication under the direction of the Business Services Analyst. Must successfully complete a 180-day probationary period.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Include the following, other duties may be assigned.

- Develops and nurtures collaborative relationships with clients, centered on service optimization and overall awareness of FCDC solutions. Responsible for maintaining in-depth knowledge of the products and services offerings in order to broker client collaboration opportunities.
- Promotes an understanding of IT roles, processes and activities to the business, as well as acts as a key communicator of IT services and capabilities.
- Develops and implements key performance indicators (KPIs) for service effectiveness, quality and responsiveness including the implementation, and management of, customer score cards and metrics.
- Reports quarterly customer score cards. Makes recommendations to improve internal processes based on ratings and subsequent feedback.
- Assists with client portfolio management related activities and communication to monitor services, leverage shared technology opportunities and influence alignment to best practices.
- Proactively manages the push of information around system usage and status, governance and compliance.
  - Emphasizes hardware, software and third party compliance, for example disaster recovery and business continuity, VPN access, mobile device management, application development design standards, and end user security practices.
  - Encourages agency accountability to compliance standards.
  - Effectively monitors and reports systems health and usage.
- Responsible for developing and reporting analytics to identify internal improvement opportunities and assist clients in making informed decisions. Analysis reports include current usage, health of usage and services trend reporting.
- Conducts client visits in lieu of, or in addition to, the Business Services Analyst to gauge effectiveness of partnership and propose solutions recommendations based on analysis, trends, and anticipated business needs.
- Assists with aligning technology solutions with business strategies, contributing to the strategic planning process.

- Responsible for agency service management including attending requirements meetings, possessing in-depth knowledge of context/health/and cost of services and assisting with updating service level agreements.
- Serves as a supporting contact for customer communication including Everbridge administration, ensuring that customers remain informed on service offerings, collaboration opportunities, outages, maintenance, and other items impacting them.
- Consults and coordinates with project team, systems analysts, programmers, and other technical resources to meet customer expectations.
- Contributes to, and participates in, FCDC collaboration forums, including but not limited to IT Leadership Forum, Ohio Digital Summit and OCITA.
- Attends and participates in professional group meetings and stays abreast of new trends and innovations in the field of information technology, including County expo events and technology fairs.
- Monitors and documents post-implementation problems and revision requests and makes recommendations to the PMO.
- Assists with brand data management, helping to refresh intranet (portal) and county-website content. Responsible for making content recommendations and coordinating content updates with internal staff and customers.
- Develop a strong understanding of service management & ITIL processes and how they are leveraged to deliver value to customers.

## **SUPERVISORY RESPONSIBILITIES**

May be required to supervise staff members and provide coaching and/or guidance to Data Center employees relating to customer experience issues.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to have a comprehensive understanding of Franklin County Data Center products and services, general business principles and customer requirements.
- Strong business management skills.
- Report writing and analytical skills.
- Negotiation and conflict resolution skills.
- Excellent writing and verbal communication skills.
- Demonstrated teamwork and collaboration in a professional setting.

## **EDUCATION and/or EXPERIENCE**

Bachelor's in Business Administration, Public Policy, Computer Science, or related field is strongly preferred. Project Management education or certification is desired. Three to five years of experience working in an Information Technology service environment is desired.

## LANGUAGE SKILLS

Ability to read, analyze, and interpret common technical journals, financial reports, and contract documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

## REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions.  
Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

## CERTIFICATES, LICENSES, REGISTRATIONS

ITIL Foundations Certification

## PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

## WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee, in this FLSA Exempt position, may be required to work extra hours including nights, weekends, and holidays as necessary to meet job requirements.

### **Data Center Benefits**

#### **Summary:**

**Medical, Vision, Life, Mental Health, Direct Deposit, Credit Union, Deferred Comp,  
Retirement, Sick and Vacation Accrual, Tuition Reimbursement**

**Send resume, references, and salary requirements to:**

**Jessica Wilkins-Bibbs- Director, Human Resources**

**[jrwilkin@franklincountyohio.gov](mailto:jrwilkin@franklincountyohio.gov)**

**(614) 525-5984**

**No Fees**

**EOE**