Our company is growing rapidly and is looking for an IT service management. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for IT service management

- Partner with services teams to deliver a service operations strategic plan and roadmap
- Provide tactical and strategic recommendations based on ITSM KPIs
- Establish and run Steering Group Reviews with the BU stakeholders, Regional Head, and select executives
- Interface with other teams (Development, Delivery) to ensure joined up and coordinated strategy to meet service management goals and objectives
- Mentor service and process managers
- Participate in creating reports and presentations, and improve processes
- Work in a team environment, with IT Engineering, Project and Service Management gathering and defining system implementation requirements
- Responsible for resource management, including yearly employee reviews, cost analysis, resource allocations, and employee growth and training
- Provide coaching, mentoring and development for team members
- Lead team in providing support of Infrastructure Services

Qualifications for IT service management

- Understanding of compute and storage technologies a plus
- Strong analytical and conceptual skills being a self-starter
- A Bachelor of Science Degree in Electrical Engineering or Computer Science, or related field is required

- Knowledge of and experience with Distributed Processing Platforms (Windows, Unix, Database and Middleware) and Data, database management and some HTML programming (MS SQL, MS ASP, MS Visual Studio, JavaScript and JAVA) would be an asset
- IT Financial Analysis and Reporting Experience would be an asset