



JOB DESCRIPTION
IT Service Operations Manager

DIVISION: Office of Performance & Information Technology (PIT)	GRADE: IT4
DEPARTMENT: IT Infrastructure & Production Services	WORK DAYS: Annual
REPORTS TO: Director (IT Support)	FLSA STATUS: Exempt
CLASSIFICATION: At-Will	DATE: 6/8/2021

Our Mission: Through a caring culture of equity, trust, and collaboration, every student will graduate ready for college, career, and life.

Our Vision: A high-performing school district where students love to learn, educators inspire, families engage, and the community trusts the system.

Our Guiding Principles: **Equity** in our approach to decision making, **Ethics** to demonstrate our integrity, **Engagement** with our school community, and **Excellence** in everything we do.

POSITION SUMMARY

The IT Service Operations Manager manages the Service Desk in maintaining clear communication through the incident life cycle with a strong focus on understanding and reporting Customer Impact. Provides leadership to the Level 2 Support team, responsible for incident triage. Collaborates with Level 3 Support teams, Project Management teams as well as Vendor supported services in the implementation of initiative. Establishes and maintains regular communications with executives, department heads, and end users regarding pertinent IT activities. Proactively evaluates IT Operational Key Performance Indicators to assist in managing performance goals. Works with the Director (Information Services) to develop long-term strategies to enhance the delivery of IT services across the organization.

MINIMUM REQUIREMENTS

EDUCATION:

- Bachelor's degree in Business Administration, Computer Science, Information Technology, Engineering, or related discipline required.

CERTIFICATION/LICENSE:

- ITIL Foundations, Lean Six Sigma Green Belt preferred.

WORK EXPERIENCE:

- 5 years of experience in Information technology required.
- Experience with leading or supervising a multi-layered Service Desk team required.

KNOWLEDGE, SKILLS & ABILITIES

- Strong management and customer service skills.



- Self-motivated with the ability to motivate and execute tasks in a team-oriented, collaborative, high-pressure environment.
- Possesses effective skills in evaluating issues, and problem-solving with a general knowledge in of MS Windows, MS Outlook/Office, MS Azure, Office 365 Admin, VPN/remote access, network printers, Linux, networking technology (routing, switching, network management).
- Works effectively and cooperatively with others with the ability to communicate highly technical concepts to technical and non-technical staff in order to establish and maintain relationships based on clear communication and cooperation.

ESSENTIAL DUTIES

- Manages the IT Service Desk operations.
- Manages the incident, service request, and problem management (ITIL) processes.
- Coordinates periodic brainstorming sessions to identify fixes or workarounds for recurring issues and problems.
- Acts as the key escalation point of contact for major incidents.
- Analyzes call reports identifying root cause for improvement and supervise the creation of various reports pertaining to process and productivity.
- Acts as Tier 3 support for Service Desk and infrastructure issues.
- Develops and enhances team processes to increase productivity and client satisfaction.
- Ensures that quality is used as a tool to improve customer satisfaction and enhance service delivery.
- Identifies the business requirements and coordinates in implementing processes in line with guidelines.
- Formulates, monitors and manages Service Level Agreements (SLAs) for IT services.
- Required to have prompt, regular attendance in-person and be available to work on-site, in-person during regular business hours and as needed.
- Performs other duties as assigned by an appropriate administrator or their representative.

PHYSICAL ABILITIES AND WORKING CONDITIONS

The physical abilities, working conditions and other conditions of employment listed in this document are representative of, but are not intended to provide an exhaustive list of the requirements for positions in this classification. In the event of an emergency or situation requiring guidance from Federal, State, or local or school district authorities, the requirements of this position may change temporarily or for the school year to best serve the needs of our students.

Vision: Ability to read small print and view a computer screen for prolonged periods.

Hearing: Ability to tolerate exposure to noisy conditions.

Speech: Ability to be understood in face-to-face communications, to speak with a level of proficiency and volume to be understood over a telephone or computer.

Upper Body Mobility: Ability to use hands to grasp, and manipulate small objects; manipulate fingers, twist and bend at wrist and elbow; extend arms to reach outward and upward; use hands and arms to lift objects; turn, raise, and lower head.

Strength: Ability to lift, push, pull and/or carry objects which weigh as much as 5 or more pounds on a frequent basis. Incumbent may be required to physically restrain parties involved in a conflict.

Environmental Requirements: Ability to encounter constant work interruptions; work cooperatively with others; work independently; work indoors.

Mental Requirements: Ability to read, write, understand, interpret and apply information at a moderately complex level essential for successful job performance; math skills at a high school proficiency level; judgement and the ability to



process information quickly; learn quickly and follow verbal procedures and standards; give verbal instruction; rank tasks in order of importance; copy, compare, compile and coordinate information and records. Understand how to manage stress.

Remote Work Requirements:

Additional Work Conditions & Physical Abilities: Ability to be flexible and adapt as needed between various in-person working environments.

The Atlanta Public School System does not discriminate on the basis of race, color, religion, sex, citizenship, ethnic or national origin, age, disability, medical status, military status, veteran status, marital status, sexual orientation, gender identity or expression, genetic information, ancestry, or any legally protected status in any of its employment practices, educational programs, services or activities. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

This job description is intended to accurately reflect the duties, responsibilities and requirements of the position. It is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills, or working conditions associated with the position. Management and administration reserves the right to modify, add, or remove duties and assign other duties as necessary.