Metropolitan State University, a member of the Minnesota State Colleges and Universities System, serves approximately 11,000 students in the greater Twin Cities Metropolitan area. We are the most diverse university in the system, with approximately 41% of our students coming from communities of color. The university offers programs leading to baccalaureate, masters and doctoral degrees. Visit our web site at http://www.metrostate.edu

Posting Date: 8/22/2016

Closing Date: 9/9/2016

Position Classification: MIS Supervisor 2

Work Title: Service Management Director

Bargaining Unit: MMA

Employment Condition: Full-time, unlimited, exempt

Office: St. Paul Campus, Information Technology Services (travel to other campuses required based upon need)

Hours of Work: Monday – Friday, 8am-4:30pm, with some evening and weekend hours required based upon need

Job Responsibilities:

This is an IT leadership position that is responsible for the Service Management department within the Information Technology Services division at Metropolitan State University. This position oversees the IT Service Center and directs Help Desk, Endpoint Support and Project Management staff for ITS to ensure technology and project support needs are met for all university students, faculty and staff. This position is a member of the CIO Leadership Team and assists in the development of strategies, directions, goals and objectives to meet the technology needs of the University community.

The Service Management department provides a central service desk for all technology incidents and service requests, equipment checkout services, technology asset management, purchasing and licensing support. The Service Management department also serves as the Project Management Office for the Information Technology Services division. All requests deemed as projects for the Division are centrally managed in the ITS project portfolio by this team

Minimum Position Qualifications:

The following qualifications are required of all applicants seeking consideration for this position. Only applicants whose resumes clearly demonstrate fulfillment of each of these minimum qualifications will be considered for the position:

- Bachelor’s degree from an accredited college or university in business, human relations,
• Computer technology or related field.
• 7 years of experience in customer service in an Information Technology environment.
• 3 years of experience supervising full or part-time employees
• 5 years of broad technical experience in Information Technology
• IT Service Management (ITSM) knowledge and experience. This includes, service catalog, incident management, service request management, change management, problem management and knowledge base management.
• ITIL Foundations Certification
• Customer services skills sufficient to actively listen to and understand customer needs and provide accurate information and appropriate alternatives in a timely, thorough, courteous, respectful, and professional manner in person, over the phone and in writing.
• Excellent interpersonal and organizational skills are necessary in order to prioritize the large workload.
• Ability to synthesize large quantities of information into clear business requirements.
• Experience using software to track incidents, service requests, daily operations, projects and reporting.
• Strong verbal communication skills sufficient to participate in discussions and communicate technical ideas and procedures to technical and non-technical staff and managers and present recommendations and reports to senior managers
• Strong written communication skills sufficient to write, prepare, and edit materials such as memos, procedures, reports, presentations, etc., using correct spelling, punctuation, grammar, and sentence construction and clearly explaining complex technical ideas and procedures to varied technical and non-technical audiences
• Strong fiscal responsibility and budget management skills.
• Project management skills sufficient to manage multiple projects simultaneously, create clear and attainable project objectives, build project requirements, oversee the cost, time and scope of projects, manage project constraints, and communicate progress and end results.

Preferred Qualifications:

• Master’s Degree from an accredited college or university in an information technology or business related field.
• Knowledge of IT Service Management (ITSM) tools
• Experience in LEAN process improvement
• PMP and/or other project management certification
• Experience in leading and supervising complex and higher-level technical teams student employees
• The ability to evaluate, implement and recommend new technology including both software and hardware
• Experience utilizing research tools such as Gartner and InfoTech

Physical Requirements of the Job Requires occasionally lifting and/or carrying such articles as file folders, ledgers, and small tools. Although a sedentary job is defined as one which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties.

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Honor Roll, the university is committed to academic excellence and community engagement through curriculum, teaching scholarship and services designed to support an urban mission.

Visit our web site at http://www.metrostate.edu

For campus safety information and crime statistics visit: http://www.metrostate.edu/msweb/resources/depts_services/security/campus_security.html

The School/Academic Department: The division of Information and Technology Services (ITS) provides critical services to support and achieve the strategic goals of the University. We strive on building relationships and partnerships with the campus community by providing knowledgeable, high-quality and courteous services. Our goal is to offer evidence-based, customer-focused, and innovative solutions to advance the university’s strategic goals.

Salary Range: $29.48 - $50.77/per hour depending upon qualifications

Application Procedure:
Applications will only be accepted through the State of Minnesota Employment site at http://mn.gov/mmb/careers/. Applicants may upload a unique and tailored resume and have the system automatically fill in portions of their application. This system also allows you to apply without a resume and complete an application by filling in each section. A progress bar will show what steps remain in the application process. You may also need to respond to screening questions about your qualifications. Applicants may save at any time and return later to complete their application.

* Employment for this position is covered by the collective bargaining agreement MMA which can be found at https://mn.gov/mmb/assets/contract-mma-2015-2017-web-version-access-final_tcm1059-126980.pdf

Notice: In accordance with the MnSCU Vehicle Fleet Safety Program, employees driving on university business who use a rental or state vehicle shall be required to conform to MnSCU’s vehicle use criteria and consent to a motor vehicle records check.

For TTY, call Minnesota Telecommunications Relay Service (TRS) at 7-1-1 or 1-800-627-3529.

Metropolitan State University is an Equal Opportunity employer/educator committed to the principles of diversity. We prohibit discrimination against qualified individuals based on their race, sex, color, creed, religion, age, national origin, disability, protected veteran status, marital status, status with regard to public assistance, sexual orientation, gender identity, gender expression, or membership in a local commission as defined by law. As an affirmative action employer, we actively seek and encourage applications from women, minorities, persons with disabilities, and individuals with protected veteran status.

The University provides reasonable accommodations to qualified individuals with disabilities upon request.