



IT Service Management Manager Department of Information Technology County of Solano

\$106,629 - \$129,609 annually DOE/DOQ

The County of Solano seeks an IT Service Management Manager to oversee the IT Service Management Program within the Department of Information Technology (DoIT). We are looking for a self-starter who is an excellent communicator and brings extensive experience working within the ServiceNow IT Service Management (ITSM) SaaS platform, advanced level knowledge in Information Technology Infrastructure Library (ITIL) methodology) and developing IT governance systems and establishing Service Asset and Configuration Management (SACM) leading practices.

This position will drive IT service delivery thought-leadership across the organizations and serve as a trusted advisor and business partner to all departments across Solano. The incumbent will be responsible for defining ITSM roadmap and lead continued service improvements focused on maturing DoIT service delivery capabilities and culture.

If you are excited by the idea of maturing IT Service Management capabilities, driving adoption of ITIL best practices within an IT organization, and are looking for a rewarding career that provides work life balance, stability and the ability to make a difference in the community, we invite you to apply now!

The County/Community

Solano County is a unique place, with its inviting mix of rural and suburban lifestyles and easy access to all of the urban amenities; it is no wonder why it has been nationally recognized for six years as one of the top **100 Best Communities for Young People**. Situated midway between San Francisco and Sacramento, Solano County is home to rolling hillsides, waterfronts and fertile farmland. Thanks to a mild climate, plenty of open space, and proximity to lakes, rivers and mountains, residents can enjoy year-round outdoor recreational activities like fishing, boating, hiking and biking. County residents also can enjoy day trips to the San Francisco Bay area, Lake Tahoe region and the Napa and Sonoma Valleys. Solano County's fiscal year 2018/19 operating budget is approximately \$1.065 billion, which supports 18 departments serving a community of approximately 440,000. With its strategic location, affordable housing, history of responsible land use planning and attractive quality of life, Solano County provides a great place for our residents to live, learn, work and play. For more information about the community, please watch this video: <http://www.solanocounty.com/media/Depts/HR/HRSolanoImages.wmv>

The Department

DoIT has approximately 110 staff (65 FTE and 45 contractors who support infrastructure) and a combined budget (i.e., Registrar of Voters and DoIT) of approximately \$31 million. DoIT serves 18 departments/internal customers encompassing approximately 3,000 employees, a County population of 440,000, and executive leadership and elected officials. Principally a Microsoft environment, additional technology products include Linux, Oracle, ESRI, MySQL, CacheDB, and Informix. On-premise servers are highly virtualized using VMWare and Hypervisor and number approximately 550 virtual servers across two data centers. Over 4,000 desktop/laptops, 200 tablets, 1,000 printers and over 250 business applications are part of the department's support profile.



About the Position and Ideal Candidate:

The IT Service Management Manager is responsible for establishing Information Technology Service Management (ITSM) governance, policy, procedures, and continuous process improvements using the Information Technology Infrastructure Library (ITIL) methodology. This position is focused on the delivery of quality IT services and requires consistent engagement with business stakeholders at all levels across the organization. While this position doesn't currently oversee staff, it will in the future, and we are looking for someone with sound leadership ability who is interested in taking on a management role. The ITSM section is a newly established function within DoIT and is uniquely positioned to lead the establishment of IT governance, drive operational transitions, and guide adoption with a focus of aligning the people, process, and technology (ServiceNow) tenants within an organization.

Our ideal candidate is a highly motivated professional with advanced ServiceNow and ITIL knowledge, an outcome driven candidate with strong organizational change management (OCM) skill, who can identify opportunities for improvement and create solutions. We are looking for an experienced professional that can lead small to large IT projects with various stakeholder groups across an organization, advanced experience in ITSM, using ITIL methodology with the ServiceNow ITSM tool. The incumbent will be an excellent communicator in all formats (written, interpersonal, presentation, and facilitation) who has the ability to effectively influence and engage stakeholders at any level.

Ideal technical knowledge includes:

- **ITIL methodology**, including leading the adoption and implementation of ITSM processes, defining strategic objectives and initiatives of ITSM program, developing and implementing performance measurements and continual process improvements.
- **ServiceNow administration** including development of maturity roadmap, providing system administration support, and end-user training.
 - ServiceNow Information Technology Service Management (ITSM) Module - Request Fulfillment and Catalog knowledge.
 - ServiceNow IT Operation Module (ITOM) - Configuration Management Database & Discovery knowledge.
 - ServiceNow IT Business Management (ITBM) Module – Demand, Agile, Project Management module knowledge.
- **IT Governance** principles and techniques, developing and managing governance frameworks, policy, controls, guiding principles, and supporting processes.
- **Business Relationship Management** best practices (e.g., service request, service level agreements, customer satisfaction surveys, business processes, priorities, and formal complaints).
- Familiarity with and knowledge of the **Software Development Lifecycle**.
- **JavaScript and Json** knowledge.
- **Microsoft Azure Active Directory** knowledge.

Ideal Candidates will also:

- Demonstrate Project Manager experience, or certificate.
- Demonstrate knowledge of current and emerging technologies.
- Work independently planning, designing, validating, and implementing Information Technology (IT) projects using industry standard Project Management concepts (e.g. Waterfall, Agile, etc.).
- Have a great attitude and a “get it done” mind set.
- Have a strong sense of commitment to developing value add services that are fit for purpose and use.
- Be detail-oriented, with strong analytical, problem-solving, and troubleshooting skills.
- Have the ability to plan and execute work both independently and as a team member.



- Have excellent communication and written skills for meeting with customers, peers and managers.
- Have the ability to prioritize and manage several tasks at once.

Minimum Qualifications:

- ITIL Certification in Service Design, Operations, Transition, Process Improvement or related field,
- Bachelor's degree from an accredited college or university, preferably in Information Technology or related field,
- Six (6) years of information technology systems and/or application development and support experience including two (2) years of project lead or supervisory responsibility
 - Note: Additional experience may substitute on a year for year basis for the educational requirement.
- Applicants may be required to possess a valid California Driver's License, Class C.

Highly Desirable:

- ServiceNow Administrator or Developer certification
- Four years' experience in IT governance, IT service delivery, and IT Performance Management.
- Four years' experience working in the role of a ServiceNow administrator or developer.

COMPENSATION AND BENEFITS

The salary range for this position is Annual Salary: \$106,629 - \$129,609 DOE/DOQ. In addition to the base salary, the County offers:

- Solano County offers a cafeteria-style medical package with health benefits, offered through CalPERS. The County contribution for family coverage for the 2020 calendar year is \$1,498.55 per month. The County offers a cash back provision for those who choose employee-only or who waive medical insurance coverage. The County may offer a supplemental contribution for employees enrolled in Employee plus Two or More coverage.
- Dental and vision insurances for the employee and eligible dependents are paid 100% by the County.
- Solano County participates in CalPERS retirement and contributes to Social Security.
- The County observes 12 full day fixed and 2 half day fixed paid holidays per year. Additionally, employees in this bargaining unit receive 2 floating paid holidays per year.
- Vacation is accrued at approximately 10 days per year for the first 3 years.
- Effective July 1 of each year, 80 hours of administrative leave off is granted.
- Sick leave accrues at approximately 12 days per year.
- Employees are eligible to receive an additional 2.5% longevity pay, per level, after the completion of continuous service at 10, 20, 25, 30 and 35 years.
- Tuition Reimbursement Program

HOW TO APPLY: this position is open until filled, **for first consideration APPLY IMMEDIATELY at:** <https://wbcpinc.com/job-board/>

SECURE THE DATES:

- 7/20/2020 - First round of interviews
- Additional interviews will be conducted as ideal candidates apply.

Please contact your recruiter, Wendi Brown, with any questions:

- wendi@wbcpinc.com
- 866-929-WBCP (9227) toll free
- 541-664-0376 (direct)

Solano County is an Equal Employment Opportunity Employer