
MIT Job Description

Job Title: IT Service Delivery Manager	Position Title: Mgmt 2, IT Generalists
Reports to: Associate Dir. Of ITSM	% Effort or Wkly Hrs: 100%

Position Overview:

The Service Delivery Manager is responsible for maintaining and enhancing the service quality across the broad range of services provided by the STS, both within the Help Desk and in other part of STS, and at all levels of the process. He or she will be a proven leader, managing a Help Desk team of full time and intern employees, promoting productivity and quality standards; and motivating and inspiring everyone to do their best work. He or she will track agreed upon metrics for service quality, evaluate interactions with clients and technical expertise provided, and manage the administrative tools that support the process such as ticket creation and documentation, and accuracy of asset records. Management of the workflow of the group is also included, making sure that the level of productivity for tickets and participation in projects is appropriately distributed.

Principal Duties and Responsibilities (Essential Functions):**

- **Oversee Service Delivery for STS**
 - Manages workflow for the Help Desk team, including spot checking tickets, reviewing productivity of team members taking into account projects, and reviewing and modifying procedures to increase productivity and streamline processes.
 - Provides performance metrics to supervisors in STS relative to the performance of their respective areas.
 - Creatively uses data sources to successfully answer questions, tell stories and analyze performance.
 - Performs and/or manages critical administrative tasks, including, but not limited to, hardware/software asset management, backup management, and the loaner pool.
 - Provides reports and statistical analysis upon request.

- **Asset Management and Lifecycle**
 - Manages all facets of SloanPERC (Planned Equipment Replacement Cycle) laptop program, including:
 - Working with MIT Sloan departments on purchase recommendations and projections
 - Partner with Central IT (IS&T) to test and update (4) standard models
 - Oversee purchase, delivery and deployment to ensure satisfactory service
 - Oversees Asset Management database and ensure accuracy of lifecycle for reporting and projections

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- Community Relationship Management
 - Partners with other IT groups, working closely with technical organizations outside of Sloan, especially IS&T, to plan and implement transitions to new software and systems, and to resolve problems with software and services provided by MIT.
 - Provides expert consultation on technology both current and future to various departments, and acts as a subject matter expert for the Help Desk.
 - Facilitates and coordinates outbound communications from Sloan Technology Services to the MIT Sloan Community, including outages, updates and changes.
 - Presents to the MIT Sloan Community on STS projects and initiatives, including working with the IT Advisory Group (ITAG)
 - Lead and Mentor
 - Coaches and mentors Helpdesk staff of 5 full time technicians, and 1 intern from the Year Up Program
 - Provides day-to-day management or influences the work of staff to resolve short-term operational issues and meet standards/targets.
 - Communicates goals so everyone understands them and their role in achieving them
 - Helps maintain morale and workplace harmony

To ensure that essential services are provided to the university community, the employee will at times be required to work outside his/her regular working hours and on some university holidays.

Supervision Received:

This position reports to the Associate Director of ITSM and may work closely with the Chief Technology Officer for support related projects or metrics.

Supervision Exercised:

Provides direct supervision to 5 full time employees that staff the Sloan Helpdesk, and 1 intern provided through Year Up.

Qualifications & Skills:

- Strong technical diagnostic skills and demonstrated ability to manage "crisis" incidents.
- Bachelor's degree in Computer Science or a related area required
- At least seven years of experience in a Service Delivery Role
- ITIL V3 Foundation Certification preferred
- High degree of professionalism, diplomacy and sensitivity to the needs of the Sloan community.
- Strong leader with broad insight into the workings of a help desk environment.
- Able to spot potential issues and foresee problems so they can be dealt with in a timely manner, preferably before they have an impact on the community.
- Ability to prioritize different type of work in a dynamic and agile environment.
- Must be adept and passionate about learning new technologies and services.
- Must be passionate about supporting customer outcomes and creating positive experiences.
- Hands-on experience with Service Management tools including the ability to perform extensive reporting, creating dashboards and track workflow. ServiceNow experience preferred.
- Excellent verbal and written communications skills a must.
- Demonstrable ability to produce high quality client communications, announcements and technical documentation.

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- Ability to work well in an academic setting and be comfortable with the tempo of the academic calendar.

** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in job descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.