DENVER
THE MILE HIGH CITY

# Office of Human Resources
# IT Service Management Administrator I – CI3576

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## General Statement of Duties

Performs intermediate-level IT service management (ITSM) work across one or more service management disciplines to ensure consistent service delivery and operational performance and to maintain and improve the efficiency and effectiveness within the discipline(s). Partners with ITSM team and across the TS organization to monitor service performance, resolve delivery issues, and enhance operations.

## Distinguishing Characteristics

This classification is part of the IT Service Management Administrator series who provide expertise in the disciplines including, but not limited to, Change, Incident, Problem, Resiliency, and Observability.

The IT Service Management Administrator I performs intermediate-level IT service management (ITSM) work across one or more service management disciplines to ensure consistent service delivery and operational performance and to maintain and improve the efficiency and effectiveness within the discipline(s). Partners with ITSM team and across the TS organization to monitor service performance, resolve delivery issues, and enhance operations.

The IT Service Management Administrator II performs advanced Information Technology Service Management (ITSM) work administering expertise over a primary ITSM discipline to ensure consistent service delivery and operational performance and to maintain and improve the efficiency and effectiveness within the discipline, while gaining competency across alternate/complimentary disciplines to provide support to other colleagues in other disciplines. Partners with IT teams to monitor service performance, resolve delivery issues, enhance operations, provide mentorship, and drive continuous improvements.

The IT Service Management Administrator III performs expert Information Technology Service Management (ITSM) work administering and overseeing multiple ITSM disciplines, to ensure consistent service delivery and operational performance and to maintain and improve the efficiency and effectiveness within the functions. Serves as subject matter expert over IT teams to assess and monitor service performance, escalate, prioritize, and resolve delivery issues, enhance operations, provide mentorship, and drive continuous improvements while ensuring integration and compliance of practices with enterprise standards.

## Essential Duties

Perform intermediate-level IT service management (ITSM) work across one or more disciplines to support consistent service delivery, operational performance, and process improvement.

Act as backup to senior administrators across multiple ITSM disciplines as needed.

Facilitate ITSM processes such as incident response, change implementation, problem tracking, and system monitoring.

Collaborate with end-users, vendors, and IT support teams to triage and resolve service delivery issues, troubleshoot system problems, and minimize end-user impact.

Collect and analyze operational data to identify trends, disruptions, and root causes; use findings to support service improvement efforts.

Conduct studies using data analytics to uncover patterns and inform decision-making.

Facilitate stakeholder meetings to track action items, monitor process changes, and document communications related to system upgrades and changes.

Develop and maintain documentation for workflows, procedures, and system integrations; identify and address documentation and training gaps.

Coordinate with stakeholders and audit teams to review policies and procedures and reduce risks associated with system issues and changes.

Contribute to the continual improvement of ITSM practices by participating in retrospectives, reviewing end-user feedback, and suggesting enhancements.

Apply foundational knowledge of ITSM frameworks (e.g., ITIL) to support process alignment and adherence to best practices.

Utilize ITSM tools and ticketing platforms to manage service requests, track incidents, and document resolutions in accordance with established protocols.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## Competencies

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Planning and Evaluating – Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

## Knowledge & Skills

Knowledge of information technology service management concepts, frameworks, and best practices.

Knowledge of information technology service management tools and platforms.

## Level of Supervision Exercised

None

## Education Requirement

Bachelor's degree in information technology, computer science, or a related field.

## Experience Requirement

Three (3) years of experience in information technology service management with a focus on incident investigation, change management, problem resolution, and managing service management requests.

## Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

## Licensure & Certification

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Licenses and certifications must be kept current as a condition of employment.

## Working Environment

Pressure due to multiple calls and inquiries.
Subject to many interruptions.

## Level of Physical Demand

1-Sedentary (0-10 lbs.)

## Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Hearing: Perceiving and comprehending the nature and direction of sounds.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Sitting: Remaining in a stationary position.
Talking: Communicating ideas or exchanging information.

## Background Check Requirement

Criminal Check
Education Check
Employment Verification
By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

## Assessment Requirement

None

## Probation Period

Six (6) months.

## Class Detail

Pay Grade: EX-14
FLSA Code: Y
Established Date: 11/30/2025
Established By: BM
Revised Date:
Revised By:
Class History: New classification.