DENVER
THE MILE HIGH CITY

Office of Human Resources
IT Service Management Administrator II – CI3577

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General Statement of Duties

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.

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

Performs advanced 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.

Serves as a technical expert and resource in an ITSM discipline, which includes establishing procedures, ensuring procedures capture real-world responsibilities, works with leadership to implement recommendations, and ensures procedures comply with technology and city protocols.

Lead process execution for ITSM functions, such as orchestrating ITSM requests, analyzing discipline specific trends, and resolving recurring problems.

Design, document, and optimize ITSM discipline workflows and standards to optimize operational efficiency and ensure alignment with best practices.

Leads the development and implementation of performance metrics and evaluates the functional area's performance in meeting goals and objectives by using monitoring tools and performance metrics to assess service delivery, identify areas of risk, and recommend improvements.

Design and oversee dashboards, metrics programs, and data-driven service reviews.

Participate in audits, risk reviews, and compliance efforts related to ITSM operations.

Collaborates with internal and external stakeholders, vendors, and regional, state, and federal partners to establish and refine protocols.

Develop, maintain, and deliver appropriate user training curriculum.

Coordinate and advise TS business groups regarding any identified cross-functional trends or issues as they are affected.

Presents "State of the Discipline" to TS leadership on a periodic basis to ensure programs are aligned and compliant with strategic goals objectives.

Mentors staff and supports onboarding of new team members to ensure knowledge transfer and operational continuity.

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 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

By position, performs lead work.

Education Requirement

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

Experience Requirement

Five (5) 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-15
FLSA Code: Y
Established Date: 11/30/2025
Established By: BM
Revised Date:
Revised By:
Class History: New classification.