

# Director of IT Service Management

## IT: Service Management Department

### Summary:

The Director of Service Management is responsible for managing all aspects of the Covington's IT end-user support services and leads a team to deliver, measure, and continuously improve the Firm's technology experience. In this capacity, the Director works closely with IT and cross-functional leadership to promote operational excellence and deliver a gold-standard technology experience for the Firm's end-users.

### Overall Management Duties

The Director's primary responsibility is to deliver high-quality, front line technology support to the Firm's partners, lawyers, and staff. End-users are reliant upon the Service Management team to provide valuable and timely support for the Firm's technology solutions to maintain productivity, and effectiveness. The Director must be a proactive technology leader with a relentless mission to deliver gold-standard quality and customer service.

### Strategic Role at the Firm

The Director's strategic, long-term role is to plan, budget, implement, and manage the Firm's Technology Service Management processes, team members, and end-user services. This Director leads the Firm's IT release management, problem management, incident management and change management processes and services. The Director also evaluates and recommends service management strategies and recommends new and improved services, processes, organizational designs and solutions to promote a high quality technology experience that is commensurate with the Firm's strategic objectives.

### Duties and Responsibilities:

#### Service Management Oversight Responsibilities

- The Director has direct responsibility to lead the end-user technology support services. Among other duties, the Director:
  - Supports the transition of deployed technology solutions, and oversees ongoing end-user support for the Firm.
  - Oversees the ITSM discipline to define, measure, and deliver against pre-established performance and quality standards in partnership with IT functional leadership.
  - Oversees end-user support disciplines centrally (e.g., help desk) and regionally (e.g., regional IT support teams) to deliver a cohesive technology experience.
  - Oversees Audio Visual and conference room videoconferencing support teams to deliver a seamless in-office video conferencing experience.
  - Develops performance measures and routinely reports service management metrics to the IT Leadership Team and Firm directors.
  - Utilizes metrics to identify opportunities for service enhancement and implements initiatives that consistently improve both service delivery and the end-user experience.
  - Oversees the Firm's IT Asset Management (ITAM) discipline, partnering with IT and cross-functional stakeholders to uphold defined ITAM lifecycle management standards.

### **Department Management**

The Director leads a team of technology professionals in running the day-to-day activities of the Service Management Department. The Department functions include Regional IT Support, IT Help Desk, Document Support Services Audio Visual/Videoconferencing support and ITSM portfolio management (i.e., incident, release, problem, change, configuration, and IT asset management).

### **Relationships with Firm Management**

The Director works with key committees and stakeholders to define policies, plans, and budgets to maintain and enhance the Firm's Technology support services. The position requires collegial relationships with business executive stakeholders and lawyers to operate as a senior management resource to support the Firm's overall technology strategy and Chief Information Officer

The Director also works closely with other Directors within the Information Technology organization and across the Firm (e.g., Litigation Support Services, Marketing, Accounting, Human Resources) to deliver technology solutions

The Director demonstrates effective spirit of teamwork with Firm management, lawyer committees, partners, directors and their staff in providing time-sensitive client services and robust, user-oriented information systems

### **Apply**

### **Qualifications:**

- Education & Credentials
  - College degree required, preferably in Computer Science, Information Systems, Business Administration, Finance, or a related field; Master's degree preferred.

### **Duties and Responsibilities (continued):**

- Partners with solution delivery leads to identify and coordinate steady-state support needs for new and emerging technology systems / capabilities.
- Informs and approves IT change management, testing, and release management plans while balancing business impacts with priority of scheduled software changes / releases.
- Leads continuous improvement programs for enhancements to end-user support (e.g., self-service, automation).
- Contributes to the design, validation, and support of IT business continuity plans.
- Ensures compliance with applicable Firm, state, and federal laws, statutes, and regulations, as appropriate.
- Oversees the firm's technology major incident management process and coordinates appropriate and timely communications and responses.
- Department Oversight Responsibilities
  - The Director has responsibility for the overall direction and professional development of the Service Management staff and departmental managers.
  - Provides direction and goal setting on Service Management strategy and operations.
  - Provides senior management direction to the Department's managers and staff.
  - Develops and motivates the staff to work as a team in addressing user and client needs.
  - Recommends appropriate levels of staffing, including position descriptions and salary level recommendations.

## Qualifications (continued):

- Appropriate technical certifications are preferred (e.g., Six Sigma, ITSM--focused on ITIL and/or COBIT).
- Knowledge & Experience
  - 10+ years of relevant professional work, and current or prior senior management experience.
  - Significant career experience in information systems, with a preference for extensive work in a large Firm setting, a professional services organization, or a legal information services provider.
  - Substantial experience in IT Service Management oversight, including strategy, planning, budgeting, and ongoing administration.
  - Operational proficiency in IT service management processes and controls including clear understanding and implementation of key metrics to track and improve customer service.
  - Experience with directing and managing software change management and release management processes.
  - Understanding of developing implications and opportunities for generative AI on customer support functions including the market for generative AI technology solutions.
  - Experience supporting complex conference room audio visual and video conferencing setup and meeting support.

## Duties and Responsibilities (continued):

- Hires, evaluates, promotes, and measures the performance of staff; makes transfer and termination decisions for Service Management staff in coordination with the Chief Information Officer and Chief People Officer.
- Prepares and manages annual operating and capital budgets for the Department.
- Manages and determines priorities on special projects.
- End-User Services Responsibilities
  - Manages a systematic service management program, including required communications and training for end users on the ITSM processes and service level agreements (SLAs).
  - Maintains a highly responsive Service Management staff
  - Acts as point of escalation in challenging customer interactions.
  - Assures regular, after-hours and weekend support for technologies that the Department supports.
  - Uphold high standards of confidentiality, discretion, and integrity, particularly with respect to all sensitive and/or confidential firm and client information to which this position will have access.

**Status:** Exempt

**Reports To:** Chief Information Officer

**Workplace Type:** Hybrid

Salary range is \$220,000 - \$275,000 dependent on experience level and varies based on geography/candidate location.

Candidates hired for staff positions with a minimum work schedule of 30 hours per week are eligible for a comprehensive benefits package, including healthcare insurance. Learn more about benefits at Covington.

## Qualifications (continued):

<https://www.cov.com/en/careers/staff/benefits>

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- Proven experience in working with senior-level attorneys or professionals and in balancing competing priorities in a time sensitive environment.
- Strong track record in system planning, budgeting, and implementation.
- Skills & Expectations
  - Demonstrated experience in developing and motivating technology support teams.
  - Skilled in communications to all levels in the organization in writing, speaking, and presentation skills for work with the Firm leadership, the user community, and clients.
  - Strong track record in metrics driven service improvement.
  - Proven experience in managing relationships with vendors/consultants, IT teams and internal stakeholders.
- Work Location & Conditions
  - Washington, D.C.
  - Core hours of 9:00 am – 5:30 pm, Monday-Friday; hybrid in-office, which will be a combination of onsite and remote work with occasional on-call availability.

Position requires access to equipment, software, or technology that is subject to U.S. export controls. To be granted access pursuant to US Export Control laws, candidate must be either (a) a United States citizen or national; (b) a person lawfully admitted for permanent residence of the United States (i.e., “Green Card” holder); or

(c) an INS-approved refugee or asylum holder who has applied for naturalization within six months of the date the individual first became eligible; and if not yet naturalized, is still actively pursuing naturalization if 2 years have passed since the date of application to be granted access pursuant to US Export Control laws. Candidates will be required to submit appropriate documentation to determine whether access can be granted before proceeding further through the application process.

Covington & Burling LLP is an equal opportunity employer and does not discriminate in any aspect of employment, including hiring, salary, promotion, discipline, termination, and benefits, on the basis of race, color, ethnicity, religion, national origin, gender, gender identity or expression, age, marital status, sexual orientation, family responsibility, disability (including physical handicap), or any other improper criterion.

Covington will consider qualified applicants with arrest or conviction records for employment in accordance with applicable laws, including the California Fair Chance Act, the Los Angeles Fair Chance Initiative for Hiring Fair Chance Ordinance, the Los Angeles County Fair Chance Ordinance, and the San Francisco Fair Chance Ordinance.