IT Service Governance Manager
Information Technology Services Department

Summary:

The IT Service Governance Manager is responsible for leading a team of professionals to establish standards and process excellence for IT Operations.

This role and its supporting team are accountable for enforcing, monitoring, measuring, and continually improving the Firm's IT Service Management (ITSM) process framework, including disciplines for IT Asset Management, Incident Problem and Technical Change Management, and Knowledge Management. In particular, the IT Service Governance Manager will take lead responsibility for Technical Problem and Change Management in partnership with the Director of Service Management.

This role requires a leader who can foster the growth of team members while also forging relationships across IT to promote the governance and standards needed to uphold a level of service quality that the firm expects.

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Qualifications:

Education & Credentials

- College degree is strongly preferred, ideally in Computer Science, Information Systems, or a related technical field. Master's degree is preferred.

- Appropriate technical certification(s) are preferred (e.g., ITIL v4).

Duties and Responsibilities:

- Oversees the Firm's ITSM framework and governance in partnership with the Director of Service Management, inclusive of incident management processes, problem management routines, technical change management processes, IT asset management, knowledge management, service request management, and the planning and controlling of configuration items (CIs) and their interrelationships.

- Leads the technical change approval process and associated standards / checklists required to promote solutions into production environments, working closely with responsible owners to carry-out mandatory activities (e.g., Quality Assurance & Testing Manager on certification, contingency, back-out plans).

- Leads the problem management discipline, actively working with various IT stakeholders (e.g., Help Desk Management and team members; engineering teams) to enhance processes, standards, and effectiveness.

- Partners with IT management and technical leads to shape ITSM standards from the vantage point of end-users.

- Oversees ITSM team members who each represent various service management disciplines, shaping strategy, design, and execution.

- Oversee the strategic design of the firm's ITSM technology systems and solutions, partners with IT solution teams and 3rd party providers as needed to apply and maintain features.

- Actively works with cross-functional stakeholders to identify and apply design enhancements to ITSM technology to drive process effectiveness and uphold ITSM standards.

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Qualifications (Continued):

Knowledge & Experience

- 7+ years of relevant experience, ideally in a large Law Firm setting, a comparable professional services organization, or a legal information services provider.

- Demonstrated experience designing an ITSM framework, preferably in a professional services or Legal Firm.

- Demonstrated experience with global, tiered IT support models.

- Demonstrated experience leading a team of professionals across various IT Service Management disciplines.

- Demonstrated experience working in a time-sensitive, high-visibility environment.

- Demonstrated experience building frameworks for performance indicators and service level standards.

- Demonstrated experience with enterprise service desk technology solutions (e.g., ServiceNow) to inform design, process & user experience, configuration, and ongoing enhancements.

- Demonstrated experience in leading and influencing IT staff of all levels to adopt ITSM standards, processes, and controls.

- Experience with business process design to achieve performance improvement outcomes.

Duties and Responsibilities (Continued):

- Manages the IT Release / Deployment Calendar (operational & project-based) in partnership with the Quality Assurance and Testing Manager, and works closely across the Applications Solutions, Infrastructure Solutions, and Service Management teams to create a shared, centralized view of all releases and technology deployments.

- Works with the Director of Service Management to define the Firm's ITSM strategy and standards, along with policies and processes for facilitating ITSM activities.

- Partners across all the functional areas within IT to ensure that processes are implemented, followed, and aligned with business needs.

- Liaises with key stakeholders across the Firm to identify opportunities for ITSM process optimization and improvement.

- Oversees the development of Service Management KPIs and other relevant information to key stakeholders and IT leaders, with ownership of recurring metric reviews with IT Leadership.

- Oversees the development of service management level agreements (SLA) in partnership with IT functional leadership and solution / service team owners.

- Ensures that IT service level agreements (SLAs) are understood and measured for delivery.

- Stays abreast of industry trends and best practices relative to ITSM, cultivates and disseminates knowledge across IT teams.

- Manages risks and issues that may affect IT services and end-user productivity.

- Maintains the ongoing ITSM budget required for achieving established strategic objectives.

Status: Exempt
Reports To: Director of Service Management
Workplace Type: Hybrid

Qualifications (Continued):

Skills & Expectations

- Strong service orientation, and an understanding of the importance of developing effective working relationships with users and organizational stakeholders of all levels.

- Demonstrated ability to serve as a change agent, leading and inspiring others to act, especially under circumstances when change is unpopular.

- Excellent problem solving skills, carefully dissecting technical and organizational challenges to identify root cause, effect, and solution.

- Excellent conflict resolution skills, effectively navigating IT staff and stakeholders through incidents with care.

- Highly motivated, analytical, organized, and efficient.

- Strong sense of urgency on behalf of users to address needs and prevent issues.

- Ability to work well under pressure.

- Ability to work collaboratively with cross-functional leaders and teams, fostering high-performing staff.

Work Conditions

- Based in 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.