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# Example of IT Service Management Job Description

Our innovative and growing company is looking to fill the role of IT service management. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for IT service management

* Define and review the measurement of the services using metrics that include key performance indicators (KPIs) generating and distributing quality reports to measure the effectiveness and value of the services
* Ensures continual service improvement of the teams services
* Create and build relationships with key business stakeholders
* Provides local/global application support
* Develop reports, workflows, scripts, and complex queries within various enterprise service management software tools
* Develop enterprise class monitoring and event management integrations and triggers to a single view and alerting channels
* Support and maintain service management software tool versions and patches
* Support and maintain IT configuration management databases, and integrate federated data to a holistic configuration management system
* Develop service dependency maps through physical and logical configuration item relationships
* Support and deliver IT operational processes manually and through task automation tools

## Qualifications for IT service management

* Deep experience in ITIL concepts and methodology
* Desire and ability to stay abreast of current and emerging technologies and apply them appropriately to business challenges
* Application ownership of ServiceNow
* Minimum of 7+ years’ experience in the IT field
* ITIL v3 intermediate level certifications a plus
* The ideal candidate has a BS/BA or MS/MA/MBA in CS, EE, MIS, Business or related field, or equivalent work experience, combined with a minimum of 8+ years relevant working experience including Enterprise environments and Consulting experience