DENVER
THE MILE HIGH CITY

Office of Human Resources
IT Service Management Administrator III – CI3578

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General Statement of Duties

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.

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 expert 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.

Provide strategic guidance on ITSM process design and integration across disciplines (e.g., Incident, Change, DR, Observability, et. al.).

Lead cross-functional response to complex service issues or enterprise-level changes.

Design and oversee dashboards across the ITSM Program, metrics programs, and data-driven service reviews.

Evaluate and implement ITSM tools, ensuring alignment with enterprise architecture and automation goals.

Serve as a liaison with leadership, auditors, and external partners on ITSM maturity and compliance.

Conduct training and develop materials to scale ITSM best practices across the organization.

Advises the ITSM organizational structure, manages the development and implementation of goals, objectives, policies, and priorities, and evaluates functional area performance in meeting goals and objectives.

Explains, justifies, and defends the ITSM functional policies and activities, and negotiates and resolves sensitive and controversial issues.

By position, performs some or all of the elements of supervision or lead work including work planning, instruction, and review, handling grievances and disciplinary actions, hiring and dismissing employees, and evaluating employee performance.

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.

Organizational Awareness – Knows the organization's mission and function and how its social, political, and technological systems work and operates effectively with them including the program, policies, procedures, rules and regulation of the organization.

Financial Management – Prepares, justifies, and/or administers the budget for program areas; plans, administers, and monitors expenditures to ensure cost-effective support of programs and policies; assesses financial condition of an organization.

Influencing/Negotiating – Persuades others to accept recommendations, cooperate, or change their behavior; works with others towards an agreement; negotiates to find mutually acceptable solutions.

Knowledge & Skills

Knowledge and skill in assessing, selecting, and integrating information technology service management tools and platforms to enhance service delivery and support automation.

Ability to collaborate with vendors and internal stakeholders to ensure seamless tool integration.

Knowledge and skill in establishing and enforcing information technology service management governance policies, procedures, and compliance standards.

Knowledge and skill in conducting audits to ensure adherence to information technology service management frameworks and regulatory requirements.

Level of Supervision Exercised

By position, performs lead work or supervises employees within the functional area.

Education Requirement

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

Experience Requirement

Seven (7) years of experience in information technology service management with a focus on systems architecture and strategy to include designing and implementing service management architectures and processes.

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-16
FLSA Code: Y
Established Date: 11/30/2025
Established By: BM
Revised Date:
Revised By:
Class History: New classification.