Service Management Analyst, IT Service Center

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Type: Full-Time
Salary: $74,400 - $85,700 per year
Posted: 17 days ago
Category: Software Engineer/Programmer

Job Number: R0012634

Brandeis University seeks to hire a Service Management Analyst, IT Service Center. The Analyst will deliver program-wide use of best practices along with competent and efficient analysis and utilization of related systems and tools, to include ticketing, knowledge base, conversational AI, automated phone attendant, software licensing dispersal, web and FAQ pages, and all interconnecting aspects. The Analyst will ensure proper system configuration, effective plans for go live, ongoing releases and other firmware or application updates, The Analyst will work with vendors as appropriate while developing internal subject matter expertise.

The Analyst will provide expert technical assistance for Brandeis community members, white-glove service to University leadership and senior administration that may require after hours or weekend support. The Analyst will be share responsibility for training and guidance of junior support staff as directed, to ensure the team meets or exceeds performance expectations and that processes are followed to provide excellent customer service.

The hiring range for the position is $74.4k-$85.7k.

Key Responsibilities:

- The Analyst will administer and optimize the IT Service Management (ITSM) environment. This includes driving the adoption of ITIL best practices to improve service delivery efficiency and conducting holistic program analysis. The Analyst will administer the functionality and logic of critical support tools, including the ticketing platform, knowledge base, conversational AI, automated AI phone attendant, and client software request portals, technology client services web pages and FAQs. The Analyst is responsible for ensuring these interconnected systems operate seamlessly to support the broader IT team and university community. 30%
- Acting as the primary administrator for Service Management applications, the Analyst will manage system configurations, coordinate firmware updates, and oversee feature releases. The Analyst will act as the liaison between the university and software vendors, developing Subject Matter Expertise (SME) to guide future system expansions and to build proper system monitoring, analysis and data modeling opportunities. A critical component of this role involves data mining and modeling; the Analyst will build comprehensive reports to assist their supervisor and other leadership in identifying service trends, resource bottlenecks, and opportunities for dynamic scheduling improvements. 30%
- The Analyst will serve as the technical escalation point for incidents that cannot be resolved by Tier 1 staff. This involves triaging and resolving complex, non-routine technical issues regarding hardware, software, and peripherals. The Analyst is expected to handle sensitive or controversial requests with professional discretion and use these incidents as opportunities to document solutions for the wider team. As directed, the Analyst will mentor and train junior support staff, ensuring the team adheres to standard operating procedures and maintains high-quality customer service standards. This may occasionally require flexible availability for special projects or executive support. 25%
- Leveraging their extensive background in frontline support, advanced technical support expertise, and high-level of customer service skills, the Analyst will provide expert-level technical assistance to the University community, with a specific focus on "white-glove" service for leadership and senior administration. This role acts as a bridge between management and the support floor. 10%
- Other duties as assigned by leadership to support departmental goals. 5%

Skills & Qualifications:

- Bachelors Degree in related field required, Master's degree is preferred.
- 3-5 years of related work experience is required.
- Industry certifications such as ITIL, ITSM, Microsoft, Google, CTS, Customer Service certifications are preferred.

Pay Range Disclosure

The University's pay ranges represent a good faith estimate of what Brandeis reasonably expects to pay for a position at the time of posting. The pay offered to a selected candidate during hiring will be based on factors such as (but not limited to) the scope and responsibilities of the position, the candidate's work experience and education/training, internal peer equity, and applicable legal requirements.

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