



# IT Service Manager

Solutions<sup>3</sup> is an award-winning premier consulting and training organization providing expertise in IT Service Management. Solutions<sup>3</sup> believes a complete ITSM solution addresses the three key areas of IT: **People**, **Process**, and **Technology**. This three-dimensional approach ensures that all aspects of the solution function together effectively. Its collaborative methodology coupled with highly qualified resources results in a project that is well-defined, clearly understood and supports its client's business objectives, adding to their overall success.

## Job Description

We are searching for an energetic and positive individual ready to join our dynamic team. Reporting to the ITSM Practice Manager, the IT Service Manager's role is to strategically design and implement IT Service Management solutions, primarily from Hewlett-Packard and other ITSM vendors. Core products from HP would include: HP Service Manager v7.x and HP Asset Manager. This individual must be ITIL<sup>®</sup> knowledgeable and capability of doing ITIL<sup>®</sup>-based design.

This individual will work with the sales and delivery teams to assist in selling ITSM, implementing, and training on ITSM solutions. He/she will be involved in proof of concept activities, scoping solutions, writing proposals and statements of work, and the implementation and training of those solutions.

Solutions<sup>3</sup> is a People-Process-Technology company. We expect our resources to be able to sell, design, implement, and train for any process or technology area we engage in.

### Position requires the following:

Bachelor's degree in Computer Science, Engineering or a related discipline with at least 5 years in the IT Service Management field performing presales activities, architecture design, ITIL<sup>®</sup> process definition and application implementation for various customers.

- Core HP application knowledge in HP Service Manager & HP Asset Manager (Change Manager a plus)
- HP Service Manager & ITIL<sup>®</sup> Foundation certification at a minimum
- Strong understanding of HP Software including legacy OpenView and legacy Mercury software.
- Strong documentation capabilities and course development experience
- Experience with database programming primarily around data extraction and manipulation.
- Experience in Government, both secure and non-secure. *Top Secret Clearance* a must.
- Strong Execution, Communication, and teaching skills.
- Expertise in interfacing with internal customers, external vendors and global teams.
- Comfortable and effective dealing with all levels within the organization, including Executive Management.
- Ability to work through obstacles to achieve team success.
- Tackles problems head-on and resolves them without hesitation.
- Demonstrates a positive attitude/energy.
- Takes ownership, follows through, and delivers on commitments.

## Requirements

### The candidate is required to be highly skilled in the following competencies:

- Makes Decisions - Makes effective decisions; Acts decisively; Anticipates future needs; and include others' perspective.
- Strong Work Ethic – High integrity; Highly reliable, responsible and trustworthy
- Drives for Superior Results - Gets results; Acts quickly; Maintains accountability; Measures results; and Works through obstacles.
- Champions Change - Encourages new ideas; Rewards innovation; Builds buy in; Communicates change rationale. Develops Organizational Partnerships - Establishes partnerships; Communicates across the organization; fosters collaboration; negotiates effectively; and Navigates politics.
- Shapes a Customer Driven Culture - Knows and listen to customers; Satisfies the customer; Ensures quality; and Demands quick action.
- Champions the Vision - Sets a clear path.