

The University of Manchester

Job Description

Job Title:	Service Transition and Change Analyst (Grade 5)
Grade:	5
Reports to:	Service Transition and Change Manager
Responsible for:	N/A.
Office:	ITS
Date:	September 2014

Overall Purpose of the Job

Reviews transition to service processes and documentation, engaging with relevant stakeholders throughout the change lifecycle to communicate standards and expectations, offering advice guidance where applicable. Ensures compliance with service transition and change management standards, reviewing risk and back-out plans associated with any change.

Maintains a forward schedule of change aligned with the business calendar, co-ordinating change activities to minimise risk and impact. Maintains the configuration and asset management database, managing configuration items (CI's) as appropriate and managing the asset life-cycle reporting on end of life, status, movement, and exceptions.

The role will be responsible for undertaking assignments across project and/or service functions as required.

Key Responsibilities, Accountabilities and Duties

Dependent upon assignment:

- Monitors and documents the analysis, implementation, review and test of proposed changes to all CIs, linking them to defects/problems reported where applicable. Monitors and documents re-releases of changed items, ensuring that necessary data is available for use by those carrying out analyses and ensuing actions.
- Maintains a document reference library, ensuring that current and archived versions of document CIs are available for reference by and/or loan to all authorised personnel.
- Maintains infrastructures for keeping accurate records of and controlling IT assets and changes, in liaison with the configuration management function.
- Uses the appropriate operating systems, hardware, tools and/or paper documents to maintain the configuration management system, including the configuration management database (CMDB). Ensures that necessary data,

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forms and configuration items (CIs) are available for use by all authorised personnel.

- Monitors and documents baselines and releases of CIs for formal test and delivery, ensuring that necessary data is available for use by those producing and/or using the baseline CIs.
- Monitors and documents the reporting, investigation and outcome (i.e. clearance, cancellation or concession) of all defects and problems reported against the CIs. Ensures that necessary data is available for use by the problem management function and others carrying out investigations and ensuing actions.
- Assists with the production of schedules of requests for change (RFC) for managing changes to the live infrastructure.
- Assists with the implementation of approved changes in accordance with RFC and approval documentation.
- Transcribes data on to the change management database, ensuring accuracy and consistency of data.
- Carries out simple enquiries on the status of changes, using the change database where appropriate.
- Responds to queries from clients/users and contacts clients/users (for whom change management service is provided) to raise queries and provide information, entering details on to the client/user database where appropriate.
- Circulates change documentation to a defined distribution of clients/users.
- Assists with the provision of awareness material to clients/users to explain the importance of a structured change management process.
- Post holders are required to familiarise themselves with the University's Equality and Diversity policies and to actively support these wherever possible.
- Demonstrate a commitment to the IT Services Values of: One IT Team, Enabling Others and Customer First. Display the appropriate behaviours to ensure the identified values are at the core of everything that is done.
- Be aware of and work within the constraints of the University Health and Safety, Data Protection, and Confidentiality policies, bringing to the attention of management any issues arising.
- Actively work to ensure knowledge sharing amongst colleagues to avoid single point of failure.
- To undertake such other duties as may be required from time to time commensurate with the level of responsibility of the role.

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Person Specification

Essential Knowledge, skills and experience

Qualifications and Experience

- Previous relevant work experience and/ or holds a recognised relevant degree/professional qualification.

Skills and Competencies

- Document Management Techniques: Methods and techniques for the organisation, storage and version control of information in both paper and electronic formats.
- Desktop Software: The use of everyday desktop software.
- Configuration Management: The discipline which gives precise control over IT assets by allowing IT management to maintain information about the "configuration items", including hardware devices, computer programs, documentation, telecommunications services and computer centre facilities, required to deliver an IT service.
- Time Management Techniques: Methods and techniques for making effective use of own time.
- Metrics: The collection, analysis and application of historical and synthetic measurements in the estimation of IT activities.
- Customer Focus: Understanding the needs of the internal or external customer and keeping them in mind when taking actions or making decisions.
- Attention to Detail: Applying quality standards to all tasks undertaken and ensuring that nothing is overlooked.
- Customer Service Techniques: Techniques for ensuring that full account is taken of customers' real and stated needs in the delivery of IT services.
- Teamwork: Working co-operatively (rather than competitively) with others to achieve a common goal.

Desirable Knowledge and Skills

Skills and Competencies

- Application Systems: The application of automated systems to the support of specific business functions or processes.
- Interacting with People: Establishing relationships and maintaining contacts with people from a variety of backgrounds. Effective and sensitive communicator in different societies and cultures.
- Information Acquisition: Identifying gaps in the available information required to understand a problem or situation and devising means of remedying such gaps.

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Job Description

Job Title: Service Transition and Change Analyst (Grade 6)

Grade: 6

Reports to: Service Transition and Change Manager

Responsible for: N/A.

Office: ITS

Date: September 2014

Overall Purpose of the Job

Reviews transition to service processes and documentation, engaging with relevant stakeholders throughout the change lifecycle to communicate standards and expectations, offering advice guidance where applicable.

Ensures compliance with service transition and change management standards, reviewing risk and back-out plans associated with any change.

Maintains a forward schedule of change aligned with the business calendar, co-ordinating change activities to minimise risk and impact.

Maintains the configuration and asset management database, managing configuration items (CI's) as appropriate and managing the asset life-cycle reporting on end of life, status, movement, and exceptions.

The role will be responsible for undertaking assignments across project and/or service functions as required.

Key Responsibilities, Accountabilities and Duties

Dependent upon assignment:

- Organises and presents sound information and advice on issues such as maintenance of hardware assets, licensing of software, and legal obligations such as compliance with the Data Protection Act.
- Maintains infrastructures for keeping accurate records of and controlling IT assets and changes, in liaison with the configuration management function.
- Uses the appropriate operating systems, hardware, tools and/or paper documents to maintain the configuration management system, including the configuration management database (CMDB). Ensures that necessary data, forms and configuration items (CIs) are available for use by all authorised personnel.

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- Monitors and documents baselines and releases of CIs for formal test and delivery, ensuring that necessary data is available for use by those producing and/or using the baselined CIs.
- Monitors and documents the reporting, investigation and outcome (i.e. clearance, cancellation or concession) of all defects and problems reported against the CIs. Ensures that necessary data is available for use by the problem management function and others carrying out investigations and ensuing actions.
- Monitors and documents the analysis, implementation, review and test of proposed changes to all CIs, linking them to defects/problems reported where applicable. Monitors and documents re-releases of changed items, ensuring that necessary data is available for use by those carrying out analyses and ensuing actions.
- Maintains a document reference library, ensuring that current and archived versions of document CIs are available for reference by and/or loan to all authorised personnel.
- Assists with the production of schedules of requests for change (RFCs) for managing changes to the live infrastructure.
- Logs requests for change (RFCs) on the change management database, ensuring accuracy and consistency of data.
- Progresses status of changes with service departments to ensure data is current.
- Responds to queries from clients/users and contacts clients/users (for whom change management service is provided) to raise queries and provide information.
- Maintains the client/user database.
- Interrogates the client/user database to produce reports for bodies that review changes, such as change advisory boards (CABs), and for clients and management.
- Circulates change documentation to a defined distribution of clients/users.
- Assists with provision of awareness material to clients/users to explain the importance of a structured change management process.
- Acts as secretary to meetings that review changes, such as change advisory boards.
- Post holders are required to familiarise themselves with the University's Equality and Diversity policies and to actively support these wherever possible.
- Demonstrates and leads a commitment to the IT Services Values of: One IT Team, Enabling Others and Customer First. Proactively working to ensure the appropriate behaviours are embedded and maintained in support of the identified values.
- Be aware of and work within the constraints of the University Health and Safety, Data Protection, and Confidentiality policies, bringing to the attention of management any issues arising.

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- Actively work to ensure knowledge sharing amongst colleagues to avoid single point of failure.
- To undertake such other duties as may be required from time to time commensurate with the level of responsibility of the role.

Person Specification

Essential Knowledge, skills and experience

Qualifications and Experience

- Previous relevant work experience and a degree/professional qualification or substantial experience in a similar role.

Skills and Competencies

- Configuration Management: The discipline which gives precise control over IT assets by allowing IT management to maintain information about the "configuration items", including hardware devices, computer programs, documentation, telecommunications services and computer centre facilities, required to deliver an IT service.
- Metrics: The collection, analysis and application of historical and synthetic measurements in the estimation of IT activities.
- Application Systems: The application of automated systems to the support of specific business functions or processes.
- Document Management Techniques: Methods and techniques for the organisation, storage and version control of information in both paper and electronic formats.
- Desktop Software: The use of everyday desktop software.
- Time Management Techniques: Methods and techniques for making effective use of own time.
- Customer Service Techniques: Techniques for ensuring that full account is taken of customers' real and stated needs in the delivery of IT services.
- Teamwork: Working co-operatively (rather than competitively) with others to achieve a common goal.
- Interacting with People: Establishing relationships and maintaining contacts with people from a variety of backgrounds. Effective and sensitive communicator in different societies and cultures.
- Initiative: Being proactive, taking action and anticipating opportunities.

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- Information Acquisition: Identifying gaps in the available information required to understand a problem or situation and devising means of remedying such gaps.
- Attention to Detail: Applying quality standards to all tasks undertaken and ensuring that nothing is overlooked.

Desirable Knowledge and Skills

Skills and Competencies

- Business Environment: The business environment relating to own sphere of work (own organisation and/or closely associated organisations, such as customers, suppliers, partners), in particular those aspects of the business which the specialism is to support (i.e. localised organisational awareness from a technical perspective).
- Analytical Thinking: Acquiring a proper understanding of a problem or situation by breaking it down systematically into its component parts and identifying the relationships between these parts, selecting the appropriate method/tool to resolve the problem and reflecting on the result, such that learning is identified and absorbed.

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Job Description

Job Title:	Service Transition and Change Analyst (Grade 7)
Grade:	7
Reports to:	Service Transition and Change Manager
Responsible for:	The supervision, motivation, technical direction, development, training and mentoring of assigned staff.
Office:	ITS
Date:	September 2014

Overall Purpose of the Job

Reviews transition to service processes and documentation, engaging with relevant stakeholders throughout the change lifecycle to communicate standards and expectations, offering advice guidance where applicable. Ensures compliance with service transition and change management standards, reviewing risk and back-out plans associated with any change. Maintains a forward schedule of change aligned with the business calendar, co-ordinating change activities to minimise risk and impact.

Maintains the configuration and asset management database, managing configuration items (CI's) as appropriate and managing the asset life-cycle reporting on end of life, status, movement, and exceptions. Applies international standards for software asset management and maintains a detailed and current understanding of the specific terms and conditions of all software assets deployed within the University.

Manages the overall software asset life-cycle. Maintains a current and detailed understanding of software licensing agreements and contracts. Ensures software license terms and conditions are communicated to stakeholders as appropriate. Engages with major/strategic software suppliers to hold regular meetings to review licensing requirements and changes.

The role will be responsible for undertaking assignments across project and/or service functions as required.

Key Responsibilities, Accountabilities and Duties

Dependent upon assignment:

- Uses Configuration Management system and associated procedures to ensure that appropriate records of all changes to IT assets within area of responsibility are accurately controlled and recorded. Assesses and reports possible consequences, when a decision is being made to obtain, change or continue the possession or use of an IT asset, system or service.

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- Organises and presents sound information and advice on issues such as maintenance of hardware assets, licensing of software, and legal obligations such as compliance with the Data Protection Act.
- Maintains infrastructures for keeping accurate records of and controlling IT assets and changes, in liaison with the configuration management function.
- Promotes awareness of and commitment to IT asset control and distribution responsibilities and benefits for both the employing organisation and external users.
- Works with colleagues to ensure that release projects are planned and conducted in accordance with service level agreements (SLAs), taking into account the need for changes, the costs of preparation and distribution and the risks associated with individual releases.
- Maintains familiarity with, and uses international standards for software asset management.
- Uses the appropriate operating systems, hardware, tools and/or paper documents to maintain the configuration management system, including the configuration management database (CMDB). Ensures that necessary data, forms and configuration items (CIs) are available for use by all authorised personnel.
- Monitors and documents baselines and releases of CIs for formal test and delivery, ensuring that necessary data is available for use by those producing and/or using the baseline CIs.
- Monitors and documents the reporting, investigation and outcome (i.e. clearance, cancellation or concession) of all defects and problems reported against the CIs. Ensures that necessary data is available for use by the problem management function and others carrying out investigations and ensuing actions.
- Monitors and documents the analysis, implementation, review and test of proposed changes to all CIs, linking them to defects/problems reported where applicable. Monitors and documents re-releases of changed items, ensuring that necessary data is available for use by those carrying out analyses and ensuing actions.
- Maintains a document reference library, ensuring that current and archived versions of document CIs are available for reference by and/or loan to all authorised personnel.
- Progresses status of changes with service departments to ensure data is current.
- Responds to queries from clients/users and contacts clients/users (for whom change management service is provided) to raise queries and provide information.
- Maintains the client/user database.
- Interrogates the client/user database to produce reports for bodies that review changes, such as change advisory boards (CABs), and for clients and management.

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- Circulates change documentation to a defined distribution of clients/users.
- Assists with provision of awareness material to clients/users to explain the importance of a structured change management process.
- Acts as secretary to meetings that review changes, such as change advisory boards.
- Following HR policy and standards determine individual learning and development requirements and facilitate the creation and management of a balanced development plan for each member of staff managed to reflect both short to medium-term business objectives and take into account individuals' longer-term aspirational goals.
- Ensures that the performance of staff managed is appraised and assessed in accordance with agreed standards, procedures and timetables and that the results of assessments are correctly reported back to those being appraised.
- Post holders are required to familiarise themselves with the University's Equality and Diversity policies and to actively support these wherever possible.
- Provides supervision, motivation, technical direction, development, training and mentoring to subordinate team members. Assigns work to team members as appropriate. Manages staff performance.
- Demonstrates and leads a commitment to the IT Services Values of: One IT Team, Enabling Others and Customer First. Proactively working to ensure the appropriate behaviours are embedded and maintained in support of the identified values.
- Be aware of and work within the constraints of the University Health and Safety, Data Protection, and Confidentiality policies, bringing to the attention of management any issues arising.
- Actively work to ensure knowledge sharing amongst colleagues to avoid single point of failure.
- To undertake such other duties as may be required from time to time commensurate with the level of responsibility of the role.

Person Specification

Essential Knowledge, skills and experience

Qualifications and Experience

- Previous relevant work experience and a degree/professional qualification or substantial experience in a similar role.

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Skills and Competencies

- Configuration Management: The discipline which gives precise control over IT assets by allowing IT management to maintain information about the "configuration items", including hardware devices, computer programs, documentation, telecommunications services and computer centre facilities, required to deliver an IT service.
- Business Environment: The business environment relating to own sphere of work (own organisation and/or closely associated organisations, such as customers, suppliers, partners), in particular those aspects of the business which the specialism is to support (i.e. localised organisational awareness from a technical perspective).
- Infrastructure Architecture: The frameworks and principles on which networks, systems, equipment and resources are based.
- IT Environment: The IT environment relating to own sphere of work (own organisation and/or closely associated organisations, such as customers, suppliers, partners), in particular own organisation's technical platforms and those which interface to them through the specialism, including those in closely-related organisations.
- Application Systems: The application of automated systems to the support of specific business functions or processes.
- Planning and Organisation: Determining a course of action by breaking it down into smaller steps and by planning and resourcing each of these, making allowance for potential problems.
- Initiative: Being proactive, taking action and anticipating opportunities.
- Attention to Detail: Applying quality standards to all tasks undertaken and ensuring that nothing is overlooked.
- Analytical Thinking: Acquiring a proper understanding of a problem or situation by breaking it down systematically into its component parts and identifying the relationships between these parts, selecting the appropriate method/tool to resolve the problem and reflecting on the result, such that learning is identified and absorbed.

Desirable Knowledge and Skills

Skills and Competencies

- Function or Department Operations: The activities, structure, and position in the organisation of the functions or departments for which services are provided.
- Corporate, Industry and Professional Standards: Specific standards associated with the IT practitioner's current role.
- Leadership: Identifying goals and objectives, and motivating and leading others towards their achievement.