

As the Technology Change Manager, you will ensure all IT change requests align with the Airports Authority's business and technical environments and goals.

JOB DESCRIPTION

- Technology Change Manager
- This is a non-career, term job.
- Works under the general supervision of the Technology Governance and Compliance Manager.
- Serves in the Technology Governance and Compliance Division of the Program Support Department of the Office of Technology at the Corporate Office Building (COB).

Leads and guides ITIL service transitions, ensuring all hardware, infrastructure, software and services are released and deployed efficiently. Manages the change control process, convening Change Advisory Board (CAB) meetings in which technology change requests are reviewed, recommended, and/or prioritized. Performs related functions.

GENERAL RESPONSIBILITIES

- Receives, logs and reviews all Requests for Change for hardware, infrastructure, software, SaaS and services, evaluating each Request for completeness, impact, risk, potential conflicts with other Requests for Change, including submission of implementation schedule, test, and back-out plans prior to forwarding to the Change Advisory Board (CAB)
- Plans, schedules, manages, and chairs CAB meetings. Identifies stakeholders to attend CAB meetings based upon the nature and timing of the Requests for Change and circulates Requests to CAB members prior to meetings. May convene emergency CAB meetings for emergency Requests for Changes.
- Approves or denies Requests for Change based upon CAB evaluation and recommendations.
- Identifies and assigns resources to ensure change implementation follows ITSM (IT Service Management) change standards, policies and procedures; coordinates and maintains project change calendar with Release Management and Configuration Management.
- Updates the change log with all progress notes including related actions to correct problems.
- Conducts Post Change Review meetings to address failed changes or changes that caused production issues. Documents and reports findings back to senior management.
- Reviews all implemented changes to ensure that objectives have been met. Analyzes change records to identify trends; refers Requests for Change which were subsequently cancelled, denied and/or failed, for reconsideration.
- Documents all IT Change Management projects and initiates a Service Improvements Plan when an opportunity for improvement is identified in the Change Management Process.
- Performs other duties as assigned.

QUALIFICATIONS

1. Seven years of progressively responsible experience in Information Technology with at least five years of experience in Change Management Process.

KNOWLEDGE, SKILLS & ABILITIES (KSAs)

1. Knowledge of and skill in leading a Change Advisory Board (CAB).
2. Knowledge of change management standards, process, controls and governance and the ability to successfully analyze and guide IT change requests.
3. Knowledge of, and ability to apply, IT terminology, equipment, and systems to document change requests.
4. Ability to perform detailed analyses of data and information and to use the results in making recommendations.
5. Ability to speak and write effectively, with emphasis on communicating complex technical information so that others will understand.
6. Knowledge of, and ability to learn, a full range of IT systems and software in order to identify systems/software in change requests.

PREFERRED QUALIFICATIONS

1. Experience with ServiceNow release management module.
2. Experience with ServiceNow configuration management database (CMDB) module.

EDUCATION

1. A Bachelor's Degree in Information Technology, Business Administration, or related field, or an equivalent combination of education, experience and training that totals four years.

A fully equivalent combination of education and training beyond what is needed to satisfy the education requirement may be used to substitute for up to two of the seven years of experience. For example, a master's degree may substitute for two years of experience.

CERTIFICATIONS AND LICENSES REQUIRED

1. A state driver's license in good standing.
2. Information Technology Infrastructure Library (ITIL) Foundation Certification from an accredited examination institute such as APMG International or AXELOS.

NECESSARY SPECIAL FACTORS

1. Work is typically reviewed in progress and upon completion for accuracy, quality, quantity, timeliness, teamwork, customer service and other factors.