Employment Opportunity

The Management Council of the Ohio Education Computing Network

Seeks: Cherwell Service Implementation Expert

Effective: December 15, 2016

Application Deadline: Open until filled

The Management Council of the Ohio Education Computing Network seeks an experienced Cherwell implementation expert to join our service implementation team. Candidates must have outstanding verbal communication and writing skills and a proven track record delivering Cherwell-based customer service solutions. A broad knowledge of enterprise applications, K-12 education, helpdesk implementations and operations, and principles of customer service is sought.

This position will work closely with Management Council leadership and other senior technical staff, as well as customers at ITC members, the Ohio Department of Education and school districts throughout Ohio.

The position description is below and is available on www.mcoecn.org website while this opportunity is open. Interested professionals should submit a cover letter, current resume, and two confidential references with contact information to:

Bill Young (inquiry-response@mcoecn.org)

MCOECN, 8050 North High Street, Suite 150 Columbus, OH 43235

Please note that the Management Council reserves the right to end the search at any point if successful candidates are found; applications will be considered starting immediately. Please submit your application as early as possible for full consideration. Every consideration will be given to underrepresented and nontraditional candidates.

Job Description
Service Implementation Expert
Management Council of the Ohio Education Computing Network

Reports To: Director of Ohio K12 at the Management Council

Overview: Provide technology leadership for enhancement, release, and daily support of the service management environment, which includes but not limited to the service management platform, vendor package application, virtual infrastructure, and data integration. Ensure adherence to published technical standards and guidelines. Provides technology expertise and guidance to internal and external peers. Maintains technical skills and knowledge for emerging technologies and industry best practices for service management.

Specific Duties:

1. Effectively perform as a member of the Management Council team.
2. Conduct all work in a professional manner with excellent interpersonal skills, effective communication, courteous manners, a positive attitude, and cooperative demeanor.
3. Administer service management infrastructure and all production solutions.
4. Support roadmaps and application change and release schedules.
5. Ensure service management security adheres to technical standards and guidelines.
6. Serve as subject matter expert for technical knowledge and business specific practices that drive continuous improvement initiatives.
7. Build and maintain strong partnerships with internal and external peers.
8. Determine internal and external customer requirements and architect effective solutions.
9. Work with external partners to define, develop and support data integrations.
10. Communicate technical aspects of solutions to non-technical audiences.
11. Design, develop and maintain service management and program specific configurations and customizations.
12. Analyze and resolve technical issues and reoccurring problems within established service level agreements.
13. Document defect resolutions identified during development and testing.
14. Balance on-going workload. Effectively manage multiple tasks. Work as part of the team, rotating assignments as necessary. Provide after-hours and weekend support as necessary.

Typical Performance Measures:

1. Effective and efficient use of the service management platform by all internal and external customer support analysts.
2. Positive and constructive feedback from staff use of the service management program training products.
3. Operational reliability of the service management environment.
4. Overall customer satisfaction and experience with service management.

QUALIFICTIONS: This position requires considerable experience in business, technology, and communications and in leading or managing service management solutions. Requires excellent skills in change management, information technology, and analytical research. Needs to be able to work with minimal supervision and be highly motivated and eager to learn. Requires the ability to drive and travel as needed throughout Ohio. This is a 12 month position and is evaluated annually.