City of Fort Worth, Texas
Job Description

Classification Title	IT Change Management Analyst		
Job Code:	PR2840	Job Family:	Professional
Pay Grade:	707	Date Created:	12/31/2015
FLSA Status:	Exempt	Date Revised:	

GENERAL SUMMARY

Oversees and participates in all aspects of IT Change Management including methodology, execution, and process improvement. Ensures teams are following applicable procedures and that submitted changes adhere with established policies and standards. Plans and conducts daily review of changes with the Change Advisory Board (CAB) and ensures that ITS management is informed. Provides input to policy level direction regarding standards, quality assurance and budget constraints. The Change Management Analyst manages the day to day operations of the change process, including Requests for Change (RFC) approval, CAB meetings, metrics, reporting, and interaction with business stakeholders to understand their needs and expectations related to Change Management.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Coordinates change management activities across multiple functions including operations, engineering, development, and project management.

2. Leads CAB meetings where RFCs—changes in status to one or more configuration items (CIs)—are approved and participates in project meetings, or other meetings as required to consult on possible implications to existing or new CIs.

3. Ensures that RFCs are properly documented, reviewed and approved in compliance with established controls and procedures.

4. Directs RFCs submissions through the formal process, providing insight and guidance to help requestors navigate the submission process.

5. Assists requesters and business stakeholders to assess the scope and risk of RFCs.

6. Works with project teams to integrate IT Change Management activities into the overall project plan.

7. Analyzes, tracks and reconciles RFCs to ensure compliance with Information Technology Infrastructure Library best practices.

8. Analyzes trends in Change Management activities to identify strengths, weaknesses, and areas for improvement.

9. Cross-trains with other IT Service Management (ITSM) analysts on incident, problem and release management topics to ensure coverage and promote interdisciplinary process improvement.

10. Communicates change management status through regular reports to a variety of audiences, including management.

11. Develops metrics, monitors and measures for improving the value, performance, and efficiency of the change management process.

12. Performs other related duties as required.

13. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
  - IT infrastructure, including operating systems, networking, databases, information security, and tiered applications.
  - IT Change Management practices.
  - ITIL framework.
- **Skill in:**
  - IT Change Management processes, concepts and tools.
  - Incident, problem and/or release management.
  - IT service management software suites such as HEAT, BMC Remedy, CA Unicenter or HP Service Center.
  - UNIX, Microsoft and/or mainframe systems administration or programming.
- **Ability to:**
  - Communicate clearly and effectively, both orally and in writing.
  - Manage multiple priorities and work independently to achieve team goals with minimal supervision.
  - Generate reports using SSRS, HEAT, Crystal Reports, Business Objects, or similar programs.

MINIMUM JOB REQUIREMENTS

Associate's degree from an accredited college or university with major coursework in information technology or a related field and three years of related experience in an enterprise IT environment in the role of analyst, systems administrator or similar position.

OTHER REQUIREMENTS

ITIL Foundation certification required within six months of hire.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.