

**IT Change Manager**  
**University at Buffalo, The State University of New York**

Direct Link: <https://www.AcademicKeys.com/r?job=247776>

Downloaded On: Apr. 2, 2025 2:32pm

Posted Oct. 29, 2024, set to expire Aug. 4, 2025

|                             |                                                                                                           |
|-----------------------------|-----------------------------------------------------------------------------------------------------------|
| <b>Job Title</b>            | IT Change Manager                                                                                         |
| <b>Department</b>           | IT Portfolio Management                                                                                   |
| <b>Institution</b>          | University at Buffalo, The State University of New York<br>Buffalo, New York                              |
| <b>Date Posted</b>          | Oct. 29, 2024                                                                                             |
| <b>Application Deadline</b> | Open until filled                                                                                         |
| <b>Position Start Date</b>  | Available immediately                                                                                     |
| <b>Job Categories</b>       | Classified Staff                                                                                          |
| <b>Academic Field(s)</b>    | Information Technology                                                                                    |
| <b>Job Website</b>          | <a href="https://www.ubjobs.buffalo.edu/postings/53721">https://www.ubjobs.buffalo.edu/postings/53721</a> |
| <b>Apply By Email</b>       |                                                                                                           |
| <b>Job Description</b>      |                                                                                                           |

### **Position Summary**

The University at Buffalo's [Strategic Portfolio Management](#) office is looking for an **IT Change Manager**. You will be instrumental in managing and improving the frameworks that govern IT system changes, software review and continuous improvement reviews with a focus on minimizing risk and ensuring seamless operational transitions.

Responsibilities Include:

- **Change Management:** Lead the strategic oversight and operations of the IT Change Management process to ensure effectiveness, compliance, and alignment with VPCIO goals.
- **Software Review Lead:** Oversee the Software and Web-based Services Review process,

## IT Change Manager University at Buffalo, The State University of New York

Direct Link: <https://www.AcademicKeys.com/r?job=247776>

Downloaded On: Apr. 2, 2025 2:32pm

Posted Oct. 29, 2024, set to expire Aug. 4, 2025

ensuring alignment with university policies.

- **Continuous Improvement Reviews:** Facilitate Retrospective Reviews after significant IT incidents and changes to identify actionable insights and drive continuous process improvements.

### Additional Information:

1. It is a great time to join **UB Information Technology (UBIT)**! Our staff are highly skilled and motivated to succeed and have cutting-edge training and technical resources at their disposal. For more information about UBIT visit our [website](#). All the duties & responsibilities listed above continue to occur in a 24x7 environment, therefore, working extended hours, holidays, or varied hours may be required.
2. Learn about our [benefits](#), where we prioritize your well-being and success to enhance every aspect of your life.
3. Learn more about what it looks like to be a part of the [University at Buffalo community](#).

University at Buffalo is an affirmative action/equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.

### Minimum Qualifications

- Bachelor's degree with 3 years of experience in IT Change Management or similar role OR master's degree with 1 year of experience in IT Change Management or similar role
- Familiarity with ITIL frameworks
- Ability to work on and lead cross-functional teams
- Excellent communication, interpersonal, and problem-solving skills
- Experience in managing scope, risks, timelines, and other project functions to deliver high profile, complex IT projects
- Ability to document change processes, policies, and reports
- Applicants must be currently authorized to work in the United States on a full-time basis without visa sponsorship

### Preferred Qualifications

- Masters degree preferred
- Certification in ITIL or Change Management

## IT Change Manager University at Buffalo, The State University of New York

Direct Link: <https://www.AcademicKeys.com/r?job=247776>

Downloaded On: Apr. 2, 2025 2:32pm

Posted Oct. 29, 2024, set to expire Aug. 4, 2025

- Strong understanding of ITIL or related best practices and frameworks
- Experience using ITSM tools (e.g., TeamDynamix, BMC Remedy) for managing IT change requests and workflows
- Knowledge of IT concepts including networking, applications, systems, and other technical areas
- Experience in IT incident and disaster response and recover planning
- Experience working in a higher education environment

### **Physical Demands**

Constantly operates a computer and other office productivity machinery (i.e., a calculator, copy machine and computer printer).

### **Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

### **Contact**