

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

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

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

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,

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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

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- 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

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