

## **CLASS TITLE: CONFIGURATION MANAGEMENT DATABASE (CMDB) COORDINATOR**

**PURPOSE OF THE CLASSIFICATION:** Under direction is responsible for creating and maintaining various databases and inventory components related to service impact analysis, asset management, compliance, and configuration management while delivering solutions and support for mission critical IT asset management products, and performs other related assigned duties.

### **ESSENTIAL TASKS:**

- Populates and maintains the Configuration Management System focusing on core IT Service Management processes, including but not limited to, asset and configuration management, change management, incident management, problem management, and service level management.
- Maintains the IT Service Portfolio and Service Catalogue, ensuring that all assets in service are accurately identified and able to support the integrity of City services, systems, environments, hardware and software, and the needs of customers, as well as the business value and ownership of assets throughout their lifecycle.
- Develops and sustains configuration item types, groups, naming conventions and attributes.
- Utilizes CMDB data to facilitate impact assessments for change management, disaster recovery and project planning.
- Automates and manages configuration item discovery and relationship mapping processes to improve problem resolution and incident responsiveness and efficient deployment of resources.
- Audits and reconciles IT inventory and asset regularly to ensure CMDB accuracy and completeness.
- Performs relationship mapping, business process modeling and business requirements gathering.
- Participates in the development of policies and procedures for IT governance and asset management best practices in accordance with the principals of the Information Technology Infrastructure Library (ITIL) framework.
- Collaborates with stakeholders in change management and release management meetings to identify a course of action and project objectives that will be most valuable to the community of stakeholders
- Identifies and communicates opportunities for strategic project planning and improvement to ensure Configuration Management delivers required functionality
- Must report to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

### **QUALIFICATIONS:**

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, mathematics, statistics, business administration, or other related fields; and four (4) years of progressively responsible experience in systems analysis and/or application or portfolio/asset management; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of the methods and techniques used in systems analysis, IT asset management lifecycle and ITIL framework practice. Ability to independently recognize, analyze and solve system and service problems immediately; ability to communicate effectively, both verbally and in writing, with all levels of IT customers and business users.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard, ten-key, calculator, and telephone; occasional lifting and carrying up to ten (10) pounds; may be subject to sitting for extended periods of time, standing, bending, reaching, and walking; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver's License.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting; and may require some travel to various City locations.

**Class Code: 3578**

**EEO Code: E-02**

**Pay Code: IT-40**

**Group: Clerical and Administrative**

**Series: Data Processing and Information Services**

**Effective date: December 16, 2020**