Downloaded from <https://www.velvetjobs.com/job-descriptions/it-manager>

# Example of IT Manager Job Description

Our growing company is looking to fill the role of IT manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for IT manager

* Partner with Infrastructure Services organization operations and engineering teams to effectively run the operational processes and procedures associated with the ongoing management and administration of Communication Services
* Developing systems that make the help desk the technological support source
* Oversee customer service tasks
* Engage stakeholders to understand the requirements
* Implement process and procedures
* Manage team budgets
* Provide monthly management reporting
* Support stock management
* Assist with level 1, 2 and level 3 support escalation when needed
* Oversee SLAs

## Qualifications for IT manager

* Self-motivated with delivery focus and ability to interact with all levels of the organization
* PMI certification an asset
* Work with business partners, providing guidance and expert knowledge to meet their current business needs
* Prioritize requirements and project activities to align with business strategy and objectives
* Identify all project dependencies and risks, ensuring there are project oversight standards in place that are effectively managed and ensures mitigation/contingency plans are in place for identified risks
* Providing leadership, people management and coaching