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# Example of IT Manager Job Description

Our company is growing rapidly and is looking to fill the role of IT manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for IT manager

* Training staff on voice/data systems and security protocols
* Represent the team on cross-functional teams that have been assembled to troubleshoot and to resolve complex, high severity problems
* Respond to high severity problems to provide after-hours “on call” operational support and leadership
* Recommend and implement solutions to provide automation to drive greater Service Delivery efficiency and maturity
* Develop and manage project and operational budgets
* Partner with Vendor Relationship Managers to procure services and to manage vendor performance and contracts
* Recruit, develop and coach a team of Communication Services Engineers to successfully deliver services
* Develop opportunities to enhance cross-team effectiveness and promote strong teamwork, collaboration, and excellent service delivery
* Participates in planning activities to develop a short term operational and long term strategic
* Working closely with the Service Desk to provide second line technical support, ensuring assigned calls are responded to, diagnosed and resolved swiftly and effectively in line with operational level agreements and service level agreements

## Qualifications for IT manager

* Extensive experience with vendor management required
* Minimum of 4 years’ hands-on experience with IT infrastructure and end user services
* In-depth experience (2+ years) with MS Windows XP, Win7 desktop, 2000/2003/2007 server, Active Directory, Dell desktop equipment, TCP/IP network infrastructures, multi-media platforms, internet/intranets, Macintosh hardware/OS and broadcast platforms such as Isilon, Chyron, Edius, Grass Valley Stratus and iNews
* Demonstrated strength in managing multiple projects with cross-functional teams and concurrent deadlines
* Proven track record in successfully leading complex system implementations
* Strong interpersonal skills with ability to interface with all levels of management and user community