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# Example of IT Service Manager Job Description

Our innovative and growing company is hiring for an IT service manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for IT service manager

* Managing contracts with providers of 3rd party recovery services
* Participating in the Business Impact Analysis and risk management exercises for both existing and new services
* Responsible for ensuring maximum system availability and quick and accurate remediation of issues within the application portfolio while continually looking for optimal ways of moving forward
* Manages planning and delivery of problem fixes, configuration changes, standard change requests and software/hardware upgrades for AML and Fraud application portfolio ensuring that overall quality of information flowing through the change process adheres to all applicable standards
* Raises and tracks problems, issues and conflicts, removes barriers, resolves issues involving senior management and escalates to appropriate level where required
* Governs the adherence to Privacy and Information Security policies and control standards for AML and Fraud productions systems (Privileged Access Management, Technical Security Standards, and Security Patching )
* Managing all IT contracts and vendor relationships to ensure excellence of delivery is achieved value for money
* Ensuring regular service reviews take place, reporting and MI is in place and escalations are dealt with in a timely and appropriate manner
* Own the IT service catalogue ensuring that all services are represented, that customers can easily identify what services are available and how to request them
* Reviewing, updating and managing service levels to support the programme in its business outcomes

## Qualifications for IT service manager

* Able to assess, understand and define how IT services and products contribute to the operation of the business (in business terms)
* Must possess excellent communication skills and be able to work with varied staff members and personalities
* Proactive, assertive, self-motivated, organized, and detail-oriented
* Creative and objective disposition with strong problem solving skills
* Ability to handle high pressure situations and prioritize multiple projects
* Ability to express oneself efficiently and effectively in both written and verbal communication