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# Example of IT Service Manager Job Description

Our company is searching for experienced candidates for the position of IT service manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for IT service manager

* Works closely with IT managers, Business Process Partners and end users to establish processes and service level objectives consistent with defined service level expectations
* Responsible to develop, execute, manage and measure User Identity processes
* Provides a source of specialized expertise with IT Service Management that can serve the needs of technical and business stakeholders in managing the Service Catalog and related processes
* Designing and implementing processes that certify that all parts of the Service Catalog are an integrated part of the ServiceNow CMDB (Configuration Management Database)
* Defining success metrics and monitoring of Service Catalog and Request Management processes
* Coaching and training for ITSM stakeholders to ensure appropriate understanding of the Service Catalog and Request Management system and its relationship to Configuration Management, Incident Management, Asset Management and other key IT processes
* Act as the interface between the IT technical leads and the Crisis Management team during a DR event
* Assign a document owner to maintain the DR Plan and related documents
* Verify that DR plan documents are maintained on a regular schedule
* Audit DR plan documents periodically for accuracy and completeness

## Qualifications for IT service manager

* Ability to work in a team oriented environment, independently
* High level understanding of large scale IT environment
* Minimum 5 years experience in a similar role, or experience commensurate with requirements of role
* Have a broad understanding of current technologies, across multiple platforms
* Exhibit a high level of understanding of software development lifecycle
* Demonstrated ability to work under pressure and meet task completion deadlines