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# Example of IT Service Manager Job Description

Our innovative and growing company is searching for experienced candidates for the position of IT service manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for IT service manager

* Provide regular reports on service performance and achievement
* Collaborating with business solutions team members, application development, enterprise architecture, data center, cloud system and other teams to build a comprehensive Service Catalog
* Applying strategic vision while managing the Service Catalog and ServiceNow Request Management tool capabilities
* Building and refining a Service Catalog solution containing data that is always current and accurate
* Developing and implementing Service Catalog and Request Management standards, policies and procedures
* Ensuring that financial management teams receive information required on service demand for decision-making and control
* Establishing the user stories for each Service Catalog request item and other requests along with the transition to offshore development teams for delivery
* Defining use cases to fully test new Service Catalog and Service Request development requests
* Keeping abreast of industry innovations, maturity, trends, and changes regularly to plan and recommend new technologies
* Developing the awareness campaign to win support for new Service Catalog and Request Management procedures

## Qualifications for IT service manager

* Working with business leaders and managers to prioritize maintenance, problem and enhancement requests, planning & scheduling maintenance problem and enhancement releases so that they can be implemented on-time, on-budget and with minimum interruption to the business(es)
* Proficiency in JavaScript, familiarity with reporting software, ITSM tools, and diagramming and project management software is strongly preferred
* 5-10 years’ experience in a similar role within financial industry and complex international environment
* Ability to utilize advanced workplace tools (Microsoft suite as an example)
* Window (Client and Server)
* Bachelor’s degree in a relevant field or equivalent experience in related field is required