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# Example of Manager Change Job Description

Our innovative and growing company is looking for a manager change. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for manager change

* Works in conjunction with the heads of Incident & Problem Management ensuring the process is adhered to across all streams of service management
* Be accountable for the execution of the Change Management process for one major account
* Manage a team of Change Coordinators delivering the Change Management process to one major account or
* Manage a team of Change Coordinators delivering the Change Management process to a number of accounts
* Be accountable for the execution of the Change Management process to a number of accounts
* Coordination and management of Change Management process activities across the global factory and with external suppliers to agreed global and local SLAs
* Escalation of risks and issues to the Change Management Regional Process Owner
* Supporting Change Management reporting (KPIs and customer SLAs)
* Assists the Change Management Global and Regional Process Owners in driving Service management best-practice and ITIL process standardization
* Assist the Change Management Global and Regional Process Owners in ensuring consistent end-to-end application of the Change Management process across their account(s)

## Qualifications for manager change

* Possess at least 5-7 years of experience in change initiatives
* Experience in financial products like Murex and/or Calypso is advantageous
* Certification in Six Sigma and/or Prosci is highly beneficial
* At least 2 years business experience and 1 year IT Services experience for Change Co-Ordinator
* Understanding of production IT Environment and IT Operation such as Intel / DBA/ Unix / Windows OS/Exchange and Remote Server Management domains
* Experience in Key IT SM areas such as incident and problem management, service level management