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# Example of Manager IT Job Description

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

## Responsibilities for manager IT

* Communicate the progress of investigations and planned solutions to customers, managing their level of expectation and increasing their understanding of company’s desktop technology
* Ensure technology support meets the customer requirements as defined in the Service Level Agreements
* Planning and developing organizational training and services
* Directing the development of training content
* Overseeing the development and delivery of Service Desk
* Training desk staff and other technology departments
* Problem management for end-to-end technology services
* Managing user transitions
* Network maintenance (LAN and WAN) and implementation of policies
* Desk-side technical support

## Qualifications for manager IT

* Understanding of, and experience in, AML domain and ideally with large Compliance Software products
* Extensive project management experience/skills required
* Must be willing to work in West Hartford, CT
* Must be available to work all shifts, including early mornings, evenings, holidays, weekends, late breaking news and weather emergencies
* IT experience in media industry
* At least 5+ years’ experience in project management of Data Warehouse, Data Mining or Application Development Projects