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# Example of Service Availability Manager Job Description

Our growing company is looking to fill the role of service availability manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for service availability manager

* Ability to manage multiple initiatives and projects across various locations and in a cost-effective manner
* Strong consulting skills required to work with business clients
* Identify and specify availability business, instrumentation / measurement, new monitoring, and supplier requirements
* Work with the customer to define business requirements
* Define the business requirements to establish and maintain a common understanding with the customer of the requirements to be addressed by the project
* Review and analyze client business operations and objectives relative to a specific technology or application of technology to develop customer requirements
* Define availability requirements
* Work to understand availability requirements of the business to plan for required levels of availability
* Collect / compile / analyze relevant business data and compare against Service Level Agreements (SLAs)
* Identify exceptions to requirements

## Qualifications for service availability manager

* You have the ability to use effectively, common office productivity tools (Google Sheets, Google Slides, Google Docs
* Must be able to work within a matrix management environment with virtual workgroups and customers
* Expert knowledge of business/ organization, Bank standards, infrastructure, architecture and technology in related areas from a design/ support/ solutions perspective
* Minimum 10 years working in IT or PMO with demonstrated increased levels of responsibility and accountability
* Experience leading crisis management efforts
* Project Management skills, ability to plan, organize and coordinate the testing of recovery procedures