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# Example of Service Availability Manager Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of service availability manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for service availability manager

* Identify industry benchmark information, availability improvement options, availability shortfalls, and corrective actions
* Validate that design requirements meet required business availability levels
* Provide leadership for a team of Service Availability Managers responsible for driving always on services
* Provides service availability expertise on projects and initiatives
* Drives continuous improvement of processes and methodologies related to incident, problem, change, and release mgmt
* Demonstrates strong partnership with other Service Delivery teams in the successful execution of standard processes (incident management, problem management, release management, change management, …)
* Demonstrates a sound understanding of functional / business objectives that drive and shape technology requirements
* Promotes a strong combination of functional leadership, technical expertise and business process skills across the team
* To co-ordinate and work in partnership with the business and with the IT Business Portfolio Domain leaders to deliver high quality IT services
* Become a trusted advocate to technology specialists in designated areas and work well with them to provide collaborative, achievable, and effective solutions

## Qualifications for service availability manager

* The focus of the position depends on the need of each specific account where the SAM is assigned
* Ensure that the availability requirements are met and to advise senior IT Management accordingly to plan for, monitor and control the availability of IT services to meet business requirements, within specified cost constraints
* Strong ITSM Process depth and breadth for Availability and Service continuity management functions
* Manages end to end Availability Management functions for a given account or a set of accounts
* Experience in planning and modelling
* 2+ years of experience in an IT supervisory role is strongly desired