



## Example of Information Services / Technology Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our growing company is searching for experienced candidates for the position of information services / technology. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

### Responsibilities for information services / technology

- Gain an in-depth understanding of departmental processes and requirements
- Manage demand and expectations of stakeholders
- Contribute to the strategic planning for new or enhanced services or service bundles based on departmental needs
- Work with assigned departments to document their service/project priorities
- Participate in the development of Services, Solutions, Service Design Package, Service Level Agreements (SLAs) and Operating Level Agreements (OLAs)
- Identify, develop, and manage the tools for tracking and reporting on customer satisfaction and key performance indicators (metrics)
- Lead or participate in assigned activities related to Service Management and implementation of ITIL processes
- In partnership with the BU and ETG senior leadership, develop and manage the delivery of technology strategies and standards through leadership positioning, pricing, market & customer analysis, and the overall product strategy across multiple solutions
- Have direct responsibility over the strategy execution team and a key influencer of BU product managers
- Mature the technology vision, product roadmap, identify key problems to be solved and identify new products for development based on market needs and business goals

- 
- Ability to work alone and on own initiative outside hours
  - Follow logical and methodological process to solve issues
  - Communicate affectively within the team and also to other teams and the business
  - Geo Clustering skills
  - SQL servers skills
  - Good understanding of core network technologies