



Example of Senior IT Manager Job Description

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Our company is growing rapidly and is looking for a senior IT manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for senior IT manager

- The ability to develop, implement and maintain Chemistry IT processes for service request fulfillment and problem management, develop, analyze and report on metrics from the IT service management system
- Competence in creating, delivering and communicating service management training end user training for ITSM tools
- Ability to strengthen and enhance customer satisfaction through timely and efficient processing of requests
- Protect and improve team cohesion – build cross-functional skills necessary for the team to really own the products they build for our customers
- Operate within sustainable limits that support high quality, high value results
- Leverage necessary engineering practices to support business velocity and quality demand (continuous integration, test driven development, pairing)
- Provide a stable, consistent view of team activities and resources –key metrics for continuous improvement
- Develop, justify and execute against budgets aligned with product strategy
- Remote) People management
- Motivate and develop associates and formulate annual goals for team members

Qualifications for senior IT manager

- Working knowledge of primary Bank business areas (eg
- Ability to oversee a sizeable and varied team of technology professionals

end delivery of complex projects, system enhancements / applications and/or application or service management

- Experience with vendor management and commercial off the shelf products
- At least five years' experience in the delivery and development of BPM applications
- Experience in working in IT for Projects, Supply Chain, and Fabrication/Construction functions
- Experience in working in Global / Cross-functional matrix environment