



Example of Senior IT Manager Job Description

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Our company is growing rapidly and is looking for a senior IT manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for senior IT manager

- Ensures an exceptional level of service is delivered to both internal and external customers
- Measures and reports on the performance of all systems
- Our business platform
- Identify the root cause of problems, especially when given solutions or vague requirements
- Analyze IT infrastructure needs
- Lead infrastructure-related change management initiatives
- Manages activities of ICs (typically Expert/Master) and/or MG1s with accountability for a large multi- department area(s) or location(s) with significant impact on business unit results, organizational strategy, and transformational activities
- Applies mastery level subject matter knowledge and alternative resourcing plans to manage staff activities in solving most complex business/technical issues
- Exerts influence horizontally and vertically in the organization
- Report on the status, issues, key activities, and any changes to the overall program

Qualifications for senior IT manager

- Passion for customer service and ability to stay calm and professional under

- Proven ability to manage and motivate a mixed workforce of internal and outsourced resources to achieve quality outcomes
- Excellent people management project management skills
- Ability to drive, motivate, retain and manage talented team members
- Manage multiple priorities - Service Managers must be able to see the big picture, while at the same time, manage project details and schedules
- 10+ years overall work experience in technical industry organizations supporting global enterprise systems and services