

IT Services Manager Job Description

Duties and Responsibilities:

- Set and enforce policies/procedures for computer systems operation and data processing
- Oversee the hiring and training of IT service technicians and operators
- Direct the operations of IT service representatives to ensure effective performance of job duties
- Ensure the availability of required hardware, software, and other tools necessary for the delivery of high quality IT service
- Carry out analysis of an organization's IT structure to identify operational leaks and effect strategies for improved processes
- Conduct inspections to ensure IT equipment and workstations are operational
- Oversee the maintenance, repair or replacement of faulty machines
- Communicate with clients to identify their requirements and facilitate the process for meeting their needs
- Conduct forecasts in order to identify possible future IT challenges and take necessary steps in minimizing risks
- Work around annual budgets to achieve set objectives and targets
- Maintain an up-to-date knowledge of hardware, software and general IT systems by studying relevant publications and participating in educational programs
- Oversee the installation and setup of IT workstations and network
- Supervise the activities of customer service team to ensure compliance with set customer service standards and procedures
- Maintain accurate inventory of hardware, software, and other relevant technological tools
- Proffer recommendations to management on appropriate action plans for improved services
- Ensure the security and integrity of information database.

IT Services Manager Requirements – Skills, Knowledge, and Abilities

- **Education and Training:** To become an IT service manager, you require a Bachelor's or Master's degree in computer science, information technology, information science, or in a related computer disciplines. At least 5 years of experience in an information technology field is also required. Having certifications from recognized institutions also increases job prospects
- **Management Skills:** IT service managers are able to coordinate the operations of an organization's IT service unit to achieve set objectives
- **Computer Skills:** They are skilled in operating, installing, and troubleshooting computer systems and network to ensure efficient IT operations
- **Analytical Skills:** IT service managers are able to carry out tests to identify performance leaks in an IT structure.