



Job Description:
Information
Technology Manager

Ontario Network of Employment Skills
Training Projects (ONESTEP)



IT Manager

How to Use This Tool:

This tool is not intended to be used in its entirety. Rather, its purpose is to provide a framework for developing a job description that is customized to the unique needs of your organization. As you review the tool, select only those functions / requirements / competencies / skills and abilities that are relevant to the particular position you are reviewing, keeping in mind the position as it actually exists in your organization.

This document includes descriptors for creating a job description.

Possible uses for this tool:

You may find this tool useful when:

- Creating a job description
- Recruiting, interviewing and hiring new candidates
- Appraising the performance of employees
- Identifying staff training and development needs

JOB DESCRIPTION: IT Manager

Job Summary

The IT Manager is responsible for installing, maintaining and troubleshooting the organization's computer hardware, software and area network(s) as well as the organization's peripheral devices (Blackberries / cell phones) and technological resources (printers, fax machine, telephone system).

Essential Functions

- Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.
- Diagnose, troubleshoot and resolve hardware, software or other network and system problems, and replace defective components when necessary.
- Oversee the daily performance of computer systems.
- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems or appropriate software.
- Install and perform minor repairs to hardware, software or peripheral equipment, following design or installation specifications.
- Manage backup, security and user help systems.
- Install and maintain workstations.
- Provide network accounts and passwords.
- Develop and interpret organizational goals, policies, and procedures.
- Develop computer information resources, providing for data security and control, strategic computing and disaster recovery.
- Consult with users, management, vendors and technicians to assess computing needs and system requirements.
- Configure, monitor and maintain email applications or virus protection software.
- Stay abreast of advances in technology.
- Meet with department heads, managers, supervisors, vendors and others, to solicit co-operation and resolve problems.
- Provide users with technical support for computer problems.
- Recruit, hire, train and supervise staff, or participate in staffing decisions.

Education Requirements:

- University degree or college diploma in computer science, engineering or management information systems, or the right mix of academic training and relevant work experience.

Training Requirements:

- Management
- Software training
- Network administration
- Computer hardware
- Health and Safety

Additional Knowledge Requirements

- Industry standards
- Professional requirements
- Quality standards