

Standard Job Profile

POSITION TITLE:

IS/IT MANAGER

Profile-IT® Role Groups: Management Roles

Profile-IT® Roles: IS/IT Manager

STANDARD DESCRIPTION:

“The IS/IT Manager is responsible for managing and overseeing the operational processes, people and service outcomes of the IS/IT Organization.”

POSITION RESPONSIBILITIES:

ITIL® Process Assignment:

- Service Support Process Group
- Service Delivery Process Group
- Security Management Processes
- Service Desk Processes

(Please note, that an IS/IT Manager can be assigned to all or only some of the process groups specified above. There are also more specialized management roles for individual parts of the process groups like: Service Level Manager, Configuration Manager, Deployment and Release Manager, etc. Typically the IS/IT Manager takes a senior management view over these specialized management roles.)

ITIL® Process Objectives:

- Service Support Processes:
 - Incident Management: Restore the service as soon as possible while minimizing any negative effect on business process.
 - Problem Management: Prevent and reduce incidents and provide quick resolution to ensure structured use of resources.
 - Configuration Management: Provide up-to-date information on elements in use. Manage the definitive software library.
 - Release Management: Successful planning and control of hardware and software installations.
- Service Delivery Processes:
 - Service Level Management: Draw up, monitor and control the service level agreements and their underlying service quality.
 - Capacity Management: Ensure resource is available to meet agreed customer requirements economically.
 - Availability Management: Ensure the availability of IT services as specified by the customer in the service level agreement.
 - Service Continuity Management: Safeguarding the performance and continuation against any eventuality based on planning and preventative measures.
 - Financial Management: Economic control, financial planning and cost accounting.
- Security Management:
 - Confidentiality and integrity is reserved.
 - Availability is secured.

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- Compliance with law and contracts.
- Service Desk:
 - Central point of customer contact with the IS Organization.
 - Provide initial assessment of all incidents and attempt resolution from known solution knowledge base.
 - Keep users informed.
 - Report on service support activities.

ITIL® Key Performance Indicators:

- Definition and meeting of business aligned outcomes.
- Assignment of the right person to the right role.
- Monitoring and control for efficient and optimal process execution.
- Continuous improvement to achieve and improve on business aligned outcomes.
- Decrease cost.
- Greater customer satisfaction.

Interactions:

- Change Management Roles: Project/Program Management.
- Other Operations and Support Roles: Technical Administrator, Tools Specialist, Support Analysts, Process Engineers.
- Management Roles: Deployment and Release Manager, Service Level Manager,
- Customers.

COMPETENCIES:

Key Personality Attributes as per Gallup International StrengthFinder® Strengths:

- **Achiever:** People strong in the Achiever theme have a great deal of stamina and work hard. They take great satisfaction from being busy and productive.
- **Arranger:** People strong in the Arranger theme can organize, but they also have a flexibility that complements this ability. They like to figure out how all of the pieces and resources can be arranged for maximum productivity.
- **Command:** People strong in the Command theme have presence. They can take control of a situation and make decisions.
- **Communication:** People strong in the Communication theme generally find it easy to put their thoughts into words. They are good conversationalists and presenters.
- **Developer:** People strong in the Developer theme recognize and cultivate the potential in others. They spot the signs of each small improvement and derive satisfaction from these improvements.
- **Individualization:** People strong in the Individualization theme are intrigued with the unique qualities of each person. They have a gift for figuring out how people who are different can work together productively.
- **Focused:** People strong in the Focus theme can take a direction, follow through, and make the corrections necessary to stay on track. They prioritize, then act.
- **Maximizer:** People strong in the Maximizer theme focus on strengths as a way to stimulate personal and group excellence. They seek to transform something strong into something superb.
- **Responsibility:** People strong in the Responsibility theme take psychological ownership of what they say they will do. They are committed to stable values such as honesty and loyalty.

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Please note that these are only guidelines. Different strengths may be required based on the dynamic of the team or the organization.

Profile-IT® Role Competency:

IS/IT Manager Competency:

- **Team Sourcing, Composition and Motivation:** “I am highly capable of identifying the right person for the right job, using the person in the right role, and motivating him or her for outstanding and top performance.”
- **Systems Perspective:** “I am highly capable of identifying, owning and being responsible for key processes and tasks under my management, knowing clearly what my team requires to succeed, and what my team must provide for others in the organization to meet their objectives.”
- **Persuasion and Motivation:** “I am highly capable of persuading and motivating staff under my management to continuously increase their performance and output, and can similarly persuade and motivate my colleagues and customers towards a common and beneficial set of improving goals and objectives.”
- **Structured Innovation and Continuous Learning:** “I am adept in SixSigma™, TurboSigma™ or equivalent approaches to organizational and personal learning that include both continuous improvement of existing approaches and significant change leading to new goals and approaches that are manifest in my daily work at personal, work unit and organizational levels and that addresses problems at their root causes.”
- **Service and Product Delivery Outcome Focus:** “Every member of my team and I, am highly knowledgeable of the key elements contained within the service or product of my team, and the elements' required performance as to influence customer's and user's views and decisions relative to future purchases, use and continued relationships, and is highly capable in aligning these elements with customer expectations.”
- **Financial Control:** “I am highly capable of setting, controlling and optimizing the application of financial resources entrusted to me and my team, in relation to my operational responsibilities and key target service or product outcomes.”
- **IS Operations Knowledge:** “I am highly knowledgeable of industry accepted, and commonly used solutions delivery life-cycle (SDLC) and service management approaches like ITIL, and the required underlying processes, principles and supporting organizational structures and roles.”
- **People Management:** “I am highly capable of facilitating the clear definition of responsibilities and outcomes of my staff, and can encourage the personal development, and give recognition to each individually for using their personal strengths in meeting and / or exceeding their objectives.”
- **Agility:** “I am highly adept in producing major improvements in response times and driving innovation cycle time.”
- **Management by Fact:** “I am highly capable of identifying measurements from business needs and strategy that will provide the critical data and information about key process, outputs and results to effectively manage performance excellence.”

INDUSTRY AND TOOL KNOWLEDGE AND SKILLS:

To be included as per the requirements of the Position. Include market, industry, function, technology, solutions, platforms, versions etc. that apply to this position.

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