

## IT Manager Exercise

- Take a few minutes to review each of the characteristics below. Then, working in teams, determine the appropriate level that matches the characteristic(s) for each number.
- Label the position in the "Level" column, as one of the following: IT Manager, Senior IT Manager, or IT User (non-IT Manager).
- We will debrief the answers to the exercise as a larger group.

| Number | Characteristic(s)  | Level |
|--------|--|-------|
| 1.     | <p>Must have technical subject matter expertise and responsibility for designated IT activities within an assigned area involving one or more IT job families.</p> <p>Manage operations of assigned IT systems, services or functions.</p> |       |
| 2.     | Responsible for developing administrative practices, policies and coordinating processes for the IT organization operations.   |       |
| 3.     | Directs a broad scope of IT functions, specialty areas, services or activities within an organization.   |       |
| 4.     | Focus is on tactical issues but also has some consideration of the strategic implications of decisions.  |       |
| 5.     | Focus is on strategic planning and decisions, including implementing initiatives across multiple divisions or organizations.   |       |
| 6.     | Supports IT Director in administratively managing IT Services. Plans, schedules and directs HR, finance and procurement support staff.   |       |
| 7.     | <p>Provide technical and administrative oversight of multiple IT services and/or several IT functional teams.</p> <p>Provide technical expertise, advice and recommendations to executive management.</p>                                  |       |
| 8.     | Make decisions concerning unresolved technical IT issues or problems under their scope of responsibility.  |       |
| 9.     | Manage daily operations and workflow through supervisors or leads, supporting and guiding the technical work performed by IT staff.  |       |
| 10.    | Manage IT services through managers and supervisors.   |       |