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.	Responsible for designated IT activities and manages operations within an assigned area of IT systems, services or functions.	
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 IT tactical issues but also has some consideration of the strategic implications of IT decisions.	
5.	Focus is on strategic IT planning and decisions, including implementing IT related initiatives across multiple divisions or organizations.	
6.	Supports the IT Director in administratively managing IT Services. Plans, schedules and directs HR, finance and procurement support staff.	
7.	Provide technical and administrative oversight of multiple IT services and/or several IT functional teams.	
8.	Make decisions concerning unresolved technical IT issues or problems under their specific scope of responsibility.	
9.	Manage daily operations and workflow through IT supervisors or leads, supporting and guiding the technical work performed by IT staff.	
10.	Manage IT services through IT Managers and/or IT supervisors.	