

IT Manager Job Family

JOB TITLE	IT MANAGER Admin level 4	SENIOR IT MANAGER Admin level 5
Promotion Criteria	Typically > 5 years of increasingly responsible experience, generally in the area to be managed, with a mix of individual contribution, project leadership, and people leadership. Understanding of information technology concepts and processes. Experience with standard business processes such as strategic planning, budgeting, and performance management. Demonstrated aptitude for effective leadership of staff.	Typically >10 years of increasingly responsible experience, including at least 5 years managing complex business activities – finance, HR, business planning etc - in a technical environment. Able to work effectively and efficiently toward goals in a complex, diverse environment with multiple and changing demands. Known for effective leadership of staff.
Position Overview Statement:	Manages an IT business or functional activity. Operational and strategic planning responsibilities for at least one team, including service delivery and client communication; staffing, performance management, and mentoring; business planning, budgeting, and resource management. Typically responsible for 1 or more cost objects. Typically spends a majority of time on managerial responsibilities.	Operational and strategic planning responsibility for one or more teams which have broad Institute impact. Responsible for sizeable budget and significant number of staff, possibly multiple teams and team leaders.
Principal Duties and Responsibilities	<p>Manages performance of staff in function of annual plan and ongoing priorities. Prepares annual performance review(s).</p> <p>Understands IS&T business processes (e.g., planning, budgeting, project management), and ensures staff work effectively with and within those processes. Keeps staff current re: overall IS&T strategic and business issues.</p> <p>Builds annual budget proposal for team, and tracks and reports expenses against budget.</p> <p>Participates in developing IS&T strategic plan and annual operating plan of Director's area. Develops annual operating plan for team.</p> <p>Participates in IS&T leadership activities (e.g., IS&T managers meetings).</p> <p>May be a technical individual contributor.</p> <p>Other duties as needed or required.</p>	<p>Creates and promotes a productive work environment, ensuring that necessary skills and competencies are in place to meet the goals of the unit.</p> <p>Leads in the definition and implementation of services to meet the needs of a large, diverse user community. Prioritizes decisions and actions across sub-teams to support IS&T strategic directions.</p> <p>Creates and fosters opportunities for collaboration, within own area and across boundaries within IS&T and MIT. Negotiates complex interrelationships among various internal organizational functions.</p> <p>Oversees development of annual operating plans.</p> <p>Contributes to IST leadership forums (e.g., IS&T manager's meeting).</p> <p>Promotes knowledge of own area to gain support for on-going and future initiatives.</p> <p>Other duties as needed or required.</p>
Supervision Received:	IS&T Director periodically reviews strategic administrative and functional goals, accomplishments, and overall team performance.	IS&T Director periodically reviews goals, accomplishments, and overall performance of unit assigned to Senior IT Manager.
Supervision Exercised:	Defines and reviews goals, standards, and objectives for their team.	Defines and reviews goals, standards, and objectives for their team(s) and/or team leader(s).

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	Formally coaches and manages staff, guiding them in devising and implementing ways to accomplish goals. Provides leadership within their area of responsibility. Responsible for staff development and for performance reviews.	
JOB IMPACT		
Functional/technical	Has an understanding of the basics of management, as well as a understanding of the specific business area/function being managed. May be the senior technical expert	Has a broad, and generally deep understanding of all facets of management and leadership, as well as a vision for the specific business area/function being managed.
Organizational/political	Has knowledge of interrelationships among various internal organizational functions. Addresses complex internal and external client situations.	Understands and addresses complex interrelationships among various organizational functions within both IS&T and MIT.
Change Management	Acts to create opportunities for desired change.	Creates an environment that reinforces calculated risk-taking and values innovation.
QUALIFICATIONS/TECHNICAL SKILLS:		
Qualifications	Minimum 5 years of increasingly responsible experience, typically in the area managed, with a mix of individual contribution, project leadership, and people leadership. Outstanding grasp of information technology concepts and processes. Familiar with standard business processes such as strategic planning, budgeting, and performance management. Demonstrated aptitude for effective leadership of staff. Bachelor's degree preferred.	Minimum 10 years of increasingly responsible experience, including at least 5 years managing complex business activities in a technical environment. Able to work effectively and efficiently toward goals in a complex, diverse environment with multiple and changing demands. Known for effective leadership of staff. Passion for client satisfaction. In-depth understanding of higher education – its community and its technology requirements – is highly desirable.
Knowledge, Skills & Expertise	Has full working knowledge of job responsibilities, procedures, practices. Understands purpose and operations of other teams within Director's area and in other relevant IS&T and MIT areas. Uses project management skills in leading team to design solutions for clients. Integrates new concepts, practices, and emerging technologies into strategic planning that affects own area.	Advanced expertise in area of job responsibilities. Effectively articulates the relationship of their unit (team or teams) to other units within IS&T and MIT. Has deep and broad understanding of current and anticipated needs and priorities of internal and external clients. Has strong background in both knowledge and use of management skills.
Critical Thinking & Problem-Solving	Sees relationships among problem components and prioritizes them. Identifies solutions where precedents and procedures may not exist. Balances competing short- and long-term goals in alignment with the larger area's direction and objectives.	Identifies strategic themes and leads teams in creating action plans for strategic, broad-based solutions. Sets broad direction and problem solving approaches for multiple individuals and groups. Sets priorities among competing short- and long-term goals in alignment with IS&T strategy and objectives.

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	Guides team in developing improvements and innovations that enhance performance. Helps own team and peers to clarify complex problems; to identify and select appropriate tools, data, and analysis techniques to diagnose problems and develop solutions; to adapt or modify established approaches.	Regularly deals with complex organizational and technical problems. Can articulate relationships between problem components, and prioritizes them. Helps teams and other managers to clarify complex problems.
Collaboration	Leads team in collaborating with other teams. Utilizes a network of relationships to collect and disseminate information, build support, and secure buy-in for desired objectives. Assures that team shares relevant information with those who may be affected by decisions. Resolves conflicts and mediates stalemates, bringing groups toward productive conclusion. Identifies the people critical to resolving problems or reaching decisions and brings them together.	Creates and fosters lines of communication that help multiple teams to identify solutions. Leverages networks of people to better define and solve problems. Puts systems and procedures in place to assure that all relevant information is shared consistently. Identifies and secures resources critical to resolving problems.
Communication Effectiveness	Expresses own ideas, and cultivates skills to listen effectively to ideas of management, peers, team, clients, and others. Employs communication styles appropriate to the person or audience. Effectively conveys strategic, procedural and technical information, and translates that information into specifications or action plans. Writes and presents reports, contracts and/or proposals for internal and/or external audiences. Addresses delicate situations, requiring tact and diplomacy, using strong writing and oral skills.	Adapts listening and presentation skills to effectively communicate. Interprets other viewpoints and assimilates them into own and unit's analyses. Assures both formal and informal transfer of technical and administrative knowledge throughout their unit and to their unit's clients and colleagues. Represents the work of their unit to senior management and to other internal and external audiences to gain support for on-going and future initiatives.
Decision Making	Cultivates practice of frequent, prompt, and responsive decision making, guided by specific policies and objectives. Assists other managers and Director in formulating recommendations on difficult problems. Guides own team in learning and applying useful decision making approaches. Participates in strategy development.	Makes clear and prompt decisions, guided by strategic needs, priorities, and objectives. Assists all levels of management in formulating recommendations on difficult problems. Guides own staff and/or team leaders in learning and applying useful decision making approaches. Leads own unit's operational planning.
Influencing and Leading	Actively engages in recruiting, hiring, retaining and managing a diverse workforce. Demonstrates both care and professionalism in bringing out the best in staff. Provides leadership in setting and meeting clear and specific long-term goals, short-term goals, and	Initiates activities that sustain and advance a diverse workforce. Creates and promotes excellence in the quality and professionalism of work. Determines unit's strategic goals and expectations and facilitates the setting of short-term goals and expectations. Leads in

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	<p>timelines. Creates and promotes a productive work environment.</p> <p>Frequently persuades and negotiates in complex and/or sensitive matters. Influences through both formal and informal authority.</p> <p>Serves as a mentor, training resource and model to own team – both less experienced and more experienced staff.</p>	<p>meeting timelines and goals. Serves as a mentor and training resource to own staff and/or team leaders, to other managers and team leaders within IS&T, and to peers at MIT.</p>
Responsibility & Accountability	<p>Responsible for results in own area. Determines methods and systems to be used by others; recommends new initiatives. Monitors progress.</p> <p>Anticipates consequences of actions, potential problems, or opportunities for change. Recognizes obstacles.</p> <p>Acts decisively in critical situations or to circumvent a potential problem.</p> <p>Work significantly affects IS&T and/or several clients.</p>	<p>Seeks out and identifies strategic problems and opportunities, establishing well defined, planned, and budgeted actions to address them.</p> <p>Designs and proposes pro-active client engagement practices that impact wide areas of practice within IS&T and within client base.</p>