

**MANAGER OF INFORMATION SYSTEMS OPERATIONS**

Information Systems  
Company ABC

Job Description

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<b>POSITION:</b>	Manager of IS Operations	<b>INCUMBENT:</b>	
<b>DIVISION:</b>	Information Systems	<b>ORGANIZATION:</b>	Company ABC
<b>LOCATION:</b>	City ABC	<b>DATE:</b>	Month ABC/01

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Approval Signatures:

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Incumbent

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Director

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**RESPONSIBILITIES:**

The manager is responsible for the supply and operations of the computer network infrastructure including all desktop computers, and networked peripherals.

**JOB MAGNITUDE (Annualized):**

Total Company ABC Staff:	1,000
Total Budget	\$60M
Department Staff	10
Department Budget	\$400,000

**ORGANIZATION STRUCTURE:**

The Manager of Information Systems Operations reports to the Director of Information Services.

Subordinate staff reporting to this position includes support desk operators, network technicians, and system analysts.

**NATURE OF WORK AND JOB SCALE:**

IS Operations provides office automation, computer communications, computer file and database management, and computer processing services.

The manager of IS Operations plans, controls, and monitors the work of all subordinate staff. He/she has the authority to hire, fire, discipline, and organize the staff, receiving only general

guidance from the director. He/she is responsible for achieving the service target levels set by the manager and director. The manager has the freedom to organize and manage the resources (people, assets and money) within his/her budget in order to achieve these goals.

The largest challenge to this position is managing the expectations of large numbers of clients, and setting priorities that maximize the benefits to ABC. This aspect of the job requires close and constant communication with all users of the service.

**SPECIFIC ACCOUNTABILITIES:**

- Provide consistent and reliable office automation and database management services to all networked employees.
- Provide back up and recovery services during hardware/software failures.
- Provide support desk services for repairs, moves, installations, and added functionality.
- Provide on-call emergency services.
- Manage all software and hardware licensing and maintenance contracts.
- Monitor network traffic volumes and performance
- Forecast additional system and network requirements
- Forecast replacement demands

**WORKING CONDITIONS:**

This position requires significant travel and communication throughout the organization. The work is typical office work with little or no physical effort.

Stresses involved in responding to numerous and vary levels of demands for service and repairs. High number of interruptions.