

Job Category – Service Management and Operation

Competency Level – Master

General Job Descriptions:

1. Contribute to the planning of IT service strategy, service design, service transition and service operation.
2. Manage the service portfolio and service catalog.
3. Ensure applicable processes are in place to support service design, service transition and service operations.
4. Ensure that services provided to users meet or exceed that prescribed service level.
5. Maintain IT service continuity plan to meet user requirements.
6. Plan and promote new services to meet business objectives.
7. Manage the department budget; control the income and expenditure to get best value for the company.

Suggested Title:

Service Operations Manager

Relevant titles in the industry :

- Computer Operations Manager
- Computer Services Manager
- Data Center Manager
- Data Center Services Manager
- Services Support Manager
- IT Operation Manager
- Service Management Manager
- IT Manager
- IT Director