

Careers in the Supply Chain

INFORMATION TECHNOLOGY MANAGER

National Occupational Classification Code – 0213

Alternative Titles:

- computer systems manager
- data centre manager
- data processing director
- EDP (electronic data processing) manager
- information systems manager
- manager, data processing and systems analysis
- manager, management information system (MIS)
- manager, software engineering
- software development manager
- systems development manager



Industry Description

Information and Technology Managers plan, organize, direct, control and evaluate the activities of organizations that analyze, design, develop, implement, operate and administer computer and telecommunications software, networks and information systems.

General Job Description

Information and Technology (IT) Managers are responsible for providing IT support to the operations and acting as a liaison with client systems staff to implement client processes and systems that will assist in the development of process and operational improvements for the business. They oversee the provision of IT services in the areas of data centre operations.

Job Functions

Information and Technology Managers perform some or all of the following duties:

- Plan, organize, direct, control and evaluate the operations of information systems and electronic data processing (EDP) departments and companies.
- Develop and implement policies and procedures for electronic data processing and computer systems operations and development.
- Meet with clients to discuss system requirements, specifications, costs and timelines.
- Assemble and manage teams of information systems personnel to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems.
- Control the budget and expenditures of the department, company or project.
- Recruit and supervise computer analysts, engineers, programmers, technicians and other personnel, and oversee their professional development and training.

Physical Demands Analysis

- This position requires a high level of confidentiality while strictly adhering to guidelines covering the collection, storage and retrieval of personal information. The IT department has access to sensitive data in the areas of HR, payroll and accounting.
- Work within deadlines that are competing and unpredictable. Must handle frequent interruptions and inquiries from internal customers, while addressing problems within fixed customer service and response standards.
- Communications are mostly non-routine and non-controversial, involving professional discussions and meetings among key stakeholders. Diplomacy is required along with discretion with confidential information.
- Work in a typical office environment under conditions of moderate risk of injury (electrical hazards) and moderate physical effort.
- May be required to work flexible or extended hours in order to address business critical systems failures.

Position Expectations

Essential Skills	
Reading Text	3
Document Use	3
Computation	2
Writing	2
Oral Communication	2
Thinking Skills	2
Working with Others	2
Computers	3
Continuous Learning	3

Scale: 0 = n/a, 1 = minimal, 2 = moderate, 3 = high

Salary Range

Visit Working in Canada, at <http://workingincanada.gc.ca/welcome.do?lang=en>, to get current information about this position, including salary information.

Pre-employment Skills

- A bachelor's or master's degree in computer science, business administration, commerce or engineering is usually required.
- Several years of experience in systems analysis, data administration, software engineering, network design or computer programming, including supervisory experience, are required.

Find information about supply chain-related educational offerings across Canada in the CSCSC's education compendium, at <http://www.supplychaincanada.org/en/education-information>.

Career Levels/Years of Experience

Career Levels	Position	Average Experience	
		From	To
3	Vice President	7 years	10 years+
2	Director	5 years +	6 years
1	Manager	4 years +	5 years+

References

- NOC (National Occupational Classification Codes), Government of Canada – <http://www5.hrsdc.gc.ca/NOC/English/NOC/2011/Welcome.aspx>
- Essential Skills – <http://www.hrsdc.gc.ca/eng/workplaceskills/LES/index.shtml>