



Independent agency for
accreditation rating

Job description of IT-manager

1. IT-manager falls under the category of specialist.
2. IT-manager should know:
 - 1) Regulatory and methodical materials on the organization of the automated control systems;
 - 2) Network software and hardware;
 - 3) Tools of network and system management;
 - 4) Organization of planning and operations management;
 - 5) Structure of the company, production and functional links between its divisions;
 - 6) Procedure of setting goals, their algorithm;
 - 7) Fundamentals of automated data processing and programming;
 - 8) Information technologies, information processes;
 - 9) Fundamentals of management;
 - 10) Sociology and psychology of social and technological systems;
 - 11) Fundamentals of Economics, organization of production, labor and management;
 - 12) Information legislation;
 - 13) Basics of labor law;
 - 14) Rules and regulations of labor protection, accident prevention.
3. Appointment and release from responsibilities of IT-manager is made by the Director's order.
4. IT-manager responds directly to the Director.

2. Job description

5. IT-manager should:
 - 1) Identify implementation of information system tasks, development directions and application of information systems.
 - 2) Conduct selection of optimal combination of user needs and opportunities of information system.
 - 3) Develop a methodological basis of information system.
 - 4) Manage the work on setting up and supporting information system.
 - 5) Conduct:
 - 5.1. Control and installation of software and distribution.
 - 5.2. Capacity management.
 - 5.3. User applications management services (incident management).
 - 5.4. Change management:
 - manage change requests (RfC);
 - support and plan changes;

- manage requests priorities.
- 5.5. Management IT structure (configuration management):
 - Control infrastructure by supporting adequate data about all necessary resources;
 - provide the current status and the history of each element of infrastructure;
 - interconnection of infrastructure elements.
- 5.6. Designing, creation, supporting and maintaining of the Agency's website.
- 5.7. Availability management.
- 5.8. Eliminating service system disruption (problem management).
- 6) Ensure serviceable functioning of the system and take prompt measures to eliminate violations occurring during the work.
- 7) Conduct forecasting changes in automation of the company and develop proactive management measures.
- 8) Supervise the development of instructions, methodical and regulatory materials on usage and operation of the information system
- 9) Prepare reports, proposals on information system modernization.

3. Rights

- 6. IT-manager has the right to:
 - 1) Familiarize with the documents defining his/her rights and job duties, criteria of quality assessing for performance of job duties.
 - 2) Submit to the management approval proposals on work improvement, related to this job description.
 - 3) Request from Project managers or individual specialists, personally or on behalf of the Director, information and documents necessary to perform his/her duties.
 - 4) Request from the management the provision of organizational and technical conditions, necessary for the performance of job duties.
 - 5) Has the right for qualification improvement.

4. Responsibility

- 1. IT-manager is responsible for:
 - 1.1. Malfunction of hardware and software performance due to improper execution of his/her duties.
 - 1.2. Late notification to the management about violations of usage rules of IT equipment.
- 2. IT-manager is prosecuted for:
 - 1) Improper performance or failure to perform his/her duties under this job description – within the limits of the existing labor legislation of the Republic of Kazakhstan;
 - 2) Property damage – within the defined limits of the labor and civil law of the Republic of Kazakhstan;

- 3) Irrational and inaccurate use of material and technical resources, assigned to him/her;
- 4) Failure to comply with the professional ethics and work discipline;
- 5) Disclosure of confidential business information.

Familiar with the job description: _____

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