Course duration

- 1 day

Course Benefits

- Gain a detailed understanding of the IT manager role.
- Learn techniques for task delegation to technical staff.
- Gain knowledge of IT business and production processes.
- Implement philosophies and techniques for managing multiple project simultaneously.

Course Outline

1. Personal Growth
   1. Moving from Technician to Technical Manager
   2. New Required Skills and Challenges
   3. Maintaining Your Technical Skill
   4. Leading the Work versus Doing the Work
2. Delegation
   1. Delegation and Relying on Your Team's Ability
   2. Handing Off Your Old Responsibilities and Letting Your Staff Do the Work
   3. Developing Confidence in Your Team
3. >Managing IT
   1. The Importance of Process
   2. Maintaining Hardware and Software Standards
   3. Surviving a Technical Audit
   4. Disaster Recovery and Business Continuity Planning
   5. Dealing with Contradictory IT Goals
4. Managing Projects
   1. Project Estimation and Defining Project Resources vs. Maintenance Resources
   2. Project Prioritization and Managing Project Portfolios

Class Materials

Each student will receive a comprehensive set of materials, including course notes and all the class examples.