IT Manager Skills: Definition and Examples

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Information technology(IT) managers are senior professionals who lead IT departments within a company. These professionals help guide a team of IT professionals while also performing advanced tasks regarding the technological advancement of their company. As a high-level employee, it's important for IT managers to consider their skill set and find ways to improve. In this article, we discuss the skills of an IT manager and provide insight on how to improve these skills.

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What is an IT manager?

An IT manager is a professional in the technology industry who leads the performance of a company's overall technological advancements and networking practices. These professionals lead the IT department and help to troubleshoot any issues a company may have that relates to computers and other systems. IT managers also plan for the

technological advancement of companies by making technology roadmaps and recommending software and systems updates.

What are IT manager skills?

IT manager skills are the proficiencies that allow these management professionals to succeed in their work. IT managers need these skills to perform their responsibilities. Because IT managers are high-seniority professionals, they develop many of their skills through work experience. These professionals also often earn a bachelor's or master's of computer science to develop the key skills they need to thrive in their careers.

Examples of IT manager skills

IT managers rely on their set of skills to perform their daily responsibilities and lead their team. Here are some examples of IT manager skills:

Team management

Team management is an important skill for IT managers because it allows them to lead their department efficiently. Team management includes inspiring other professionals and helping them reach company goals. Effective team managers also ensure each team member receives the help they need and addresses any issues their department may face.

Decision-making

IT managers use decision-making skills to recommend system updates, assign work to professionals and manage the department's goals. Decision-making skills include the ability to consider the consequences of your professional choices in order to make a decision about a certain subject. IT managers with strong decision-making skills are often confident in their choices and accept advice from other professionals.

Communication

IT managers need strong verbal and written communication skills to share ideas and instructions with their team. Communication skills are essential to most professionals, especially those in leadership positions because they allow for healthy workplace culture and enhances productivity. IT managers use communication skills when offering guidance

to their team and speaking to other professionals about technological solutions.

Strategy

Strategy skills or strategic thinking helps professionals make well-informed decisions that affect their workplace positively in the future. IT managers use these skills to plan projects, set budgets and delegate work. This allows them to make smart decisions on how the projects in their department function, which encourages high-quality work and productivity.

Negotiation

IT managers negotiate with their colleagues and other business professionals regarding technological advancements, company policies and project expectations. Having strong negotiation skills trains IT managers to be able to comprise with other professionals in order to reach an agreement that is beneficial to both parties involved. Though there are tips and guides professionals follow to improve their negotiation skills, IT managers often gain this skill through experience.

Related: **How To Negotiate at Every Stage of Your Career** ↗

Research

IT managers need strong research skills to continue their education and stay informed on technological advancements in their industry. These professionals also use their research skills to find the best solutions for the issues their department addresses. Researching abilities also help IT managers recommend system updates for their company and allow them to find suitable technological products for their company's needs.

Financial management

Because IT managers lead the IT department at their company, they often need to have strong financial management skills. As many IT managers control the budget for their department, financial management skills help these professionals make strategic decisions on their spending. This may include planning for department purchases well in advance or choosing how to spend the amount of their budget that they can spend at their own discretion. For example, an IT manager may decide to spend part of the department budget on individual bonuses for IT employees instead of hosting a holiday work party.

Organization

Organizational skills help leaders keep track of their responsibilities as well as those of their employees. Because IT managers oversee several employees, organization skills allow them

to monitor employee performance, delegate work assignments and maintain a safe and neat work environment. Organizational skills in IT management sometimes involves recruiting additional help for managerial tasks by promoting professionals into team leads or trainers. This skill also helps IT managers plan projects.

Related: **How To Structure a Project and Types of Project Organization** ↗

Time management

Time management skills allow professionals to observe deadlines, maintain a consistent schedule and increase their productivity. Because IT managers have expertise in both technology systems and managerial practices, these professionals manage responsibilities relating to both IT and manager tasks. In order to manage all their daily duties, IT managers develop time management skills. This helps them become more efficient and encourages their team members to increase their productivity levels.

Conflict management

Because they are department leaders, IT managers are responsible for managing any conflicts that arise within their team. When addressing conflicts, IT managers listen to each professional involved in the conflict to obtain an understanding of the issue. Then, they find a solution that is suitable to the problem. Sometimes the conflicts that IT managers address relate to IT systems rather than other professionals. As these types of issues require a different approach to conflict resolution, IT managers need an advanced level of conflict management skills.

Presentation

IT managers often perform presentations of their recommendations for the company and the progress of their team. They often present to other company leaders who may not understand IT vocabulary, so IT manager's presentation skills often include the consideration of the most effective way to share their information. It managers may also present ideas to their team, in which they are able to use a different approach than with other presentations.

Listening

Listening skills are important for IT managers because they allow them to accept feedback from their team and informs them of situations their team members may need help in. For example, if a professional tells their IT manager that they are struggling with a certain task, the manager uses their listening skills to recognize the employee's struggle and understand the full scope of the problem. Listening skills often help improve a professional's

communication skills as well.

Delegation

When planning projects, IT managers use delegation skills to assign the most capable employees to the project's tasks. Delegation skills allow these professionals to build effective teams and manage their own workload. When delegating tasks, IT managers often consider the individual talents of their team members to ensure high levels of productivity and allow employees to work on tasks that best suit them.

Technical proficiency

Though many of an IT manager's skills involve their responsibilities as leaders, they still need to have advanced knowledge of technological systems. This skill allows them to troubleshoot issues and understand the technological goals of the company. IT managers often have a high level of technical proficiency to ensure their team members can go to them for guidance on technology-related issues.

Planning

An IT manager's planning skills allow them to organize projects, budgets and presentations. Having strong planning skills is important for professionals in leadership positions because it allows them to consider the future of their team and company and strategize how to reach their goals. IT managers use several tools to help them plan, including project maps and software specifically designed for the planning process.

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How to improve your IT manager skills

To improve your IT management skills, try to follow these steps:

1. Cultivate your self-awareness

In order to understand which skills you need to improve as an IT manager, develop a sense of self-awareness. This includes reflecting on your own abilities and practices both as an IT professional and leader. Try to think of ways to test your abilities and consider monitoring your progress as you commit to improving your skills.

Read more: [The Importance of Self Awareness in Leadership ⧉](#)

2. Encourage feedback

Consider asking your team members for feedback regarding your job performance. Encouraging feedback helps you discover areas you can improve. Try sending out a survey to your employees so they anonymously comment on your abilities. Receiving feedback also helps you consider new ideas for your leadership and often improves your work environment.

3. Pursue certifications

Consider pursuing certifications that can advance your career or strengthen your abilities as an IT manager. Depending on the results of your self-reflection and employee surveys, you may want to pursue IT-related certifications or leadership certifications. If you do not want to pursue a new certification, consider researching your current certifications to determine if you need to renew them or can advance to a different level of the certification.

4. Try skill-building exercises

Consider attending workshops or performing exercises to develop specific skills you want to improve on. Some professionals offer presentations on how to improve skills, which may be available in your area or online. A benefit of these skill-building workshops and exercises is that you can often perform them alone, allowing you to develop your skills when it is most convenient for you.

Related: [7 Mind-Building Games To Improve Your Professional Skills ⧉](#)

5. Ask for help

Consider asking a professional mentor or a peer in your company for help or advice in building your IT manager skills. You may work with a professional that can mutually benefit from your advice. If you do not have a mentor or co-worker who can help you, consider reaching out to someone else within your network. Sharing tips on how to develop certain skills helps you build professional relationships as you imrpve your IT manager skills.
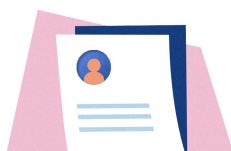
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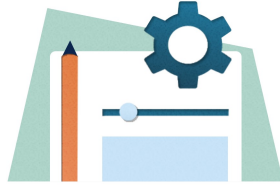
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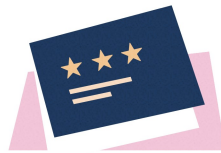**Upload a resume file**

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