

Career Profile: Information Technology Manager

An Information Technology Manager is responsible for the overall Information and Communication Technology (ICT) infrastructure for an organisation. Planning and managing the IT infrastructure for an organisation is challenging and complex. It demands a solid foundation in applied computing as well as management and people skills. The IT Manager requires an understanding, for example, of how networked systems are composed and structured and their strengths and weaknesses. S/he also has to deal with software concerns such as reliability, usability, security, effectiveness and efficiency for intended purpose of the software being used.

In order to deal with these issues effectively, the IT manager must understand the organisation, its vision and overall purpose, the role and responsibilities of the various functions and their contribution to the processes involved in the IT infrastructure.

Typical activities involved in this career may include:

- contributing to organisational policy regarding quality standards and strategic planning
- helping to formulate ways to improve IT services, e.g. through enhancing performance, reducing costs
- monitoring the administration and maintenance of the organisation's IT infrastructure and coaching staff to correct deviations as required
- monitoring troubleshooting systems backups, archiving and disaster recovery and providing expert support where necessary
- working with management to assess the technological cost and impact of recommended changes, helping to clarify priorities and coordinate cross-organisational needs
- working with project teams to help implement internal systems
- facilitating team meetings
- communicating relevant IT-related information to senior management
- informing the organisation of relevant IT-related information in a timely way
- solving data communications problems
- writing reports and maintaining records.

Education Requirements

National Senior Certificate (NSC)

For a career in computers students are advised to select English and Mathematics, and to add to this a selection from the designated subjects. These are subjects that are particularly suitable for tertiary study.

Bachelor Degree

Bachelor of Commerce (IT), Bachelor of Information Technology (BIT), Bachelor of Science (IT)

A three year degree programme (four years for the BIT degree) that focuses on developing knowledge and skills for entry into careers in the field of Information Technology

Offered at:

- [North-West University](#)¹(School of Computer, Statistical and Mathematical Sciences)
- [University of Johannesburg](#)² (Academy of Information Technology, BSc (IT) with emphasis more on computer technology)
- [University of Johannesburg](#)³ (Department of Business Information Technology, BCom IT Management with emphasis more on business)
- [University of Limpopo](#)⁴ (School of Computational and Mathematical Sciences)
- [University of Pretoria](#)⁵ (School of Information Technology)
- [University of South Africa](#)⁶(College of Science, Engineering and Technology, BCom in Informatics)
- [University of the Witwatersrand](#)⁷ (Faculty of Science, School of Computer Science)

National Diploma / BTech

Students who prefer a more practical approach can enrol for programmes in information technology at National Diploma and Bachelor of Technology levels. A National Diploma in Information Technology (3years) and a Bachelor of Technology in Information Technology (1 year), focusing on a more practical approach for entry into careers in the field of Information Technology.

¹ http://www.puk.ac.za/fakulteite/natuur/scsms/index_e.html

² <http://www.uj.ac.za/csweb/Home/tabid/764/Default.aspx>

³ <http://www.uj.ac.za/bit/Home/tabid/456/Default.aspx>

⁴ http://www.ul.ac.za/index.php?Entity=School%20Main%20Menu&school_id=1

⁵ <http://web.up.ac.za/default.asp?ipkCategoryID=1066>

⁶ http://brochure.unisa.ac.za/brochure/showprev.aspx?d=_sr_c&f=p_02011IFM

⁷ <http://www.cs.wits.ac.za/>

Offered at:

- [University of Johannesburg](#)⁸ (Department of Business Information Technology)
- [Tshwane University of Technology](#)⁹ (Department of Business Informatics)
- [Vaal University of Technology](#)¹⁰ (Faculty of Applied and Computer Science)

Possible Employers

- Government departments
- Commercial organisations
- Manufacturing companies
- Banks and financial services
- Mines, e.g. AngloGold Ashanti, Goldfields
- Consultancies.

Find out more

Find out more about careers in information technology:

- The [Computer Society South Africa's](#)¹¹ website includes helpful comments on the role of a business analyst.
- An [example of a consultancy](#)¹² providing services to small businesses using Microsoft Small Business Server.
- An [interesting website](#)¹³ giving hints on various careers in the computing field.
- An overview of possible [careers in IT](#)¹⁴.
- The [University of the Witwatersrand](#)¹⁵ suggests several possible qualifications for information technology.

⁸ <http://www.uj.ac.za/bit/FieldsofStudy/Undergraduate/NationalDiploma/tabid/463/Default.aspx>

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http://www.tut.ac.za/Students/facultiesdepartments/informationcommunicationtech/departments/Documents/bus_informat ics.pdf

¹⁰ <http://www.vut.ac.za/new/info%20techn.pdf>

¹¹ http://www.cssa.org.za/page.php?p_id=190

¹² <http://www.theitdepartment.co.za/Network.asp>

¹³ <http://www.itsworking.org/home.html>

¹⁴ <http://www.wetfeet.com/Careers-and-Industries/Careers/Information-Technology.aspx>

¹⁵ <http://web.wits.ac.za/NR/exeres/A583DB7E-5516-4A28-A806-3D33C85F6F57.htm>

Are you suited to this career?

This quick quiz can help you to identify whether you are suited for this career.

Quiz	YES	NO
Are you interested in the effective application of software programmes in business?		
Are you good at Mathematics and Science?		
Do you keep up with developments in IT?		
Are you interested in solving problems?		
Do you communicate easily and clearly with other people?		
Are you comfortable taking a leading role in a group?		
Do you listen carefully?		
Do you enjoy negotiating with others to achieve good coordination?		
Are you comfortable making presentations to groups?		
Are you committed to ongoing learning about business and IT?		

If you have mainly yes answers it may be an indication that this is a career to consider.