

# MOVING FROM TECHNICAL PROFESSIONAL TO MANAGER

PM08.15

This course introduces students to the basics of moving from a technical professional to manager. Through interactive exercises, the class will learn management fundamentals, the role and skills required of the IT manager, and the basics of management planning and recruiting. Course activities also cover team building, team leadership and team management, conflict management, and communication skills. Finally, students examine network issues, strategies for purchasing and rolling out new hardware and software across the IT department, and how e-commerce can maximize the benefits of the company Web site

## PREREQUISITES

- None

## LEARNING OBJECTIVES

- Identify the functional requirements and the roles and skills of an IT manager.
- Identify the basic requirements for building a team, handling team conflicts, communicating with team members, and overcoming team stress.
- Identify open positions, advertise and recruit for it, interview candidates and the job offer.
- Identify the basic infrastructure for setting up an IT system and recovering from downtime and disaster recovery and maintaining help desks
- Procurement of software and hardware and how to deploy software updates
- Identifying and handling security threats
- Web site hosting and understanding e-commerce

## WHO SHOULD ATTEND

- IT technical professionals interested in moving into the management ranks

## COURSE OUTLINE

- Management and planning
- Staffing an IT team
- IT team leadership
- Managing a team
- Managing the IT department

There are numerous exercises to reinforce the concepts taught in this class.

## CLASS LENGTH

- One Day (8 PDUs)

