

Moving from Technical Professional to Manager

Course Length: 1 Day

Prerequisites: None.

Course Content

Unit 1: Management and planning

In this unit, students will learn about the functional areas of an IT organization. They will learn about the various department goals and the functions of an IT Manager. They will learn about the leadership qualities an IT manager should display. They will also learn about the difference between new and old management styles, the importance of planning and the planning process. They will learn that a SWOT analysis helps in the strategic planning of an organization and how to implement strategic plans. Students will learn about the key elements of IT Project Planning. Finally, students will learn about a formal project request, the importance of conducting a feasibility study, and the customer requirement document, which is a statement of a customer's technical, operational and business needs.

Topic A: Management basics

Topic B: Management roles and skills

Topic C: IT planning

Unit 2: Staffing an IT team

Students will learn about writing a position description, the different media available for recruitment advertising, and about the importance of consulting with their HR department before proceeding with advertising. They will learn about the benefits of recruiting through recruitment agencies and how to examine resumes. They will also learn guidelines for interviewing candidates and how to make a job offer.

Topic A: IT recruitment basics

Topic B: Interviewing candidates

Unit 3: IT team leadership

In this unit, students learned about the characteristics of an effective leader and about leadership traits and styles. They also will learn about Theory X and Theory Y to describe leadership styles to use with specific types of employees. Next, they will learn about leadership behavior. Finally, the various stages of leadership will be identified including directing, coaching, supporting and delegating.

Topic A: Effective leadership

Topic B: Leadership styles and tactics

If you have any questions about this course, please call CompuTrain at (713) 349-9186.

Unit 4: Managing a team

Students will learn about the types of teams that exist in an organization and about the roles that team members take on while working in a team. They will learn about different stages of team building and the need for team training and about teamwork skills. They will also learn about the drawbacks of teamwork and the impact of team conflicts on a team. Communication channels and communication media will also be covered as well as communication barriers and how to overcome them. They will learn about the importance of team meetings and teamwork. Finally, students will better understand team stress and burnout and how to deal with stress.

Topic A: Team building

Topic B: Team support

Unit 5: Managing the IT department

Students will learn about the network inventory needed for an IT Department. They will understand how to deal with system downtime and about the importance of how to deal with system downtime and about the importance of having a disaster recovery plan in place. They will learn about the responsibilities of a helpdesk. They will next learn about purchasing hardware and software and the importance of developing a good relationship with vendors. Students will next learn about software issues, such as updates, licensing, and compatibility. They will also learn about security threats and the precautionary measures needed for virus attacks. Types of web sites will also be discussed, including the technical requirements for their Web site and how to plan for one. Hosting a web site, domain registration and the components of e-commerce will also be learned.

Topic A: Networking

Topic B: Hardware, software, and security

Topic C: Web sites