



Life as a Technical Manager

This class contains the key information needed by new and would-be technical managers to help assure their success. These topics include the challenges of moving to a technical management role, delegation, the importance of process and standards, and various other essential technology management topics.

Listed below are some of the topics covered in this class:

Personal Growth

- Moving from technician to technical manager
- New required skills and challenges
- Maintaining your technical skill
- Leading the work versus doing the work

Delegation

- Delegation and relying on your team's ability
- Handing off your old responsibilities and letting your staff do the work
- Developing confidence in your team

Managing IT

- The importance of process
- Maintaining hardware and software standards
- Surviving a technical audit
- Disaster Recovery and Business Continuity Planning
- Dealing with contradictory IT goals

Managing Projects

- Project estimating and defining project resources vs. maintenance resources
- Project prioritization and managing project portfolios

Food for thought

- Your old application needs enhancements. Do you do it personally or delegate?
- A senior developer wants to test his own software. What do you do?