**NextTech IT Management Roles & Responsibilities Document**

**1. Executive Summary**

This document defines the roles and responsibilities for NextTech's IT Management process, ensuring reliable, secure, and efficient technology operations. It outlines accountability across three tiers (Strategic, Operational, Support) and aligns with NextTech's IT governance framework.

**2. Tiered Role Architecture**

**2.1 Strategic Leadership (Tier 1)**

* **Chief Information Officer (CIO)**: Oversees IT strategy, budget, and alignment with business goals. Approves major infrastructure and security initiatives.
* **Chief Information Security Officer (CISO)**: Leads cybersecurity strategy, risk management, and compliance with EU regulations (e.g., GDPR, NIS2).
* **Head of Cloud & Infrastructure**: Governs hybrid cloud operations (Azure/on-premises) and ensures 99.9% uptime for critical systems.

**2.2 Operational Roles (Tier 2)**

* **IT Service Delivery Manager**: Manages ServiceNow workflows, incident resolution, and SLA adherence (target: 2.3-hour MTTR).
* **Application Portfolio Owner**: Oversees 150+ applications, including SAP S/4HANA and Digital Twin SaaS (target: 98.5% uptime).
* **Network & Infrastructure Lead**: Maintains SD-WAN, edge computing, and Azure resources (target: 95% patch compliance).
* **Security Operations Manager**: Monitors threats via Azure Sentinel (target: <30-minute detection time).

**2.3 Support Roles (Tier 3)**

* **Service Desk Analyst**: Resolves Level 1/2 tickets (target: 85% first-contact resolution).
* **Cloud Administrator**: Manages Azure workloads and automation scripts.
* **Compliance Specialist**: Ensures audit readiness and tracks vulnerabilities (target: 100% critical patches in 72 hours).

**3. Key Responsibilities by Domain**

**3.1 Service Delivery**

* **IT Service Delivery Manager**: Prioritizes incidents impacting manufacturing/SaaS platforms.
* **Service Desk Analyst**: Escalates complex issues to Tier 3 teams via ServiceNow.

**3.2 Infrastructure & Security**

* **Network & Infrastructure Lead**: Implements Infrastructure-as-Code (90% automation rate).
* **Security Operations Manager**: Conducts phishing simulations and oversees EDR solutions.

**3.3 Application & Data**

* **Application Portfolio Owner**: Coordinates SAP releases and change management.
* **Cloud Administrator**: Optimizes Azure costs (target: IT costs ≤3% of revenue).

**4. Escalation Paths**

1. **Critical Incident**: Service Desk Analyst → IT Service Delivery Manager → CIO.
2. **Security Breach**: Security Operations Manager → CISO → Board.
3. **Infrastructure Failure**: Cloud Administrator → Head of Cloud & Infrastructure.