



CAREER PROFILE

Information Technology Experience (ITx) Manager

SALARY RANGE ²

- The median annual wage for computer and information systems managers was \$151,150 in May 2020.
- The lowest 10 percent earned less than \$90,430, and the highest 10 percent earned more than \$208,000.
- In May 2020, the median annual wage for computer and information systems managers in manufacturing was \$150,930.

WHO ARE THEY? ¹

An ITx information technology experience manager is responsible for delivering innovative technologies to Toyota's plants, dealers, retail sales organizations, and internal corporate business divisions such as Human Resources and Accounting & Finance.

ITx Managers often have 1 or more teams reporting to them and they work with other technical groups to deliver solutions to their customers. These teams may include computer programmers, data scientists, solution architects, data analysts, network engineers, cyber security analysts, and business analysts.

ITx information technology managers support manufacturing systems that are used by Team Members and Robots on the production line. Examples include production instruction, quality tracking, and moving parts throughout the plant using autonomous vehicles. Data from all parts of the manufacturing process is captured for detailed analysis, such as Production Efficiency.

ITx information technology managers collaborate with teams developing automated vehicle systems and with groups researching what these vehicles might look and behave like 10–20 years from now. The development of these systems creates an extraordinary amount of data, but these technologies will enable exciting new mobility experiences for customers.

ITx managers supply support for the Field Operations department's goal, which is to provide the highest level of product development, experience-driven design, critical technical support, and software application training for field and dealer customers.

WHAT DO THEY DO? ¹

At Toyota, these experienced IT professionals contribute to the data center for automated vehicle development, create Web-based custom applications to support remote work, support new facility builds, implement augmented reality environments, provide automated part inspection systems, move parts throughout the plant on autonomous vehicles and provide other software solutions for all Team Members.

ITx managers generally have experience in the Scrum/Agile framework to deliver products and services. They understand or learn at least 1 of the following: Manufacturing, Supply Chain, Dealership Operations, Logistics, Purchasing, Human Resources, Accounting & Finance or more.

They can create designs with technical depth and can effectively articulate and communicate business alternatives to various audiences. They explain the technology and data that underlies process choices to business and senior leadership staff who have varying knowledge levels.

HOW DO I BECOME ONE? ^{1,2}

Most jobs for computer and information systems managers require at least a bachelor's degree, along with professional experience in a related information technology (IT) job.

Companies often need five or more years of demonstrated work experience in the related area, and many prefer two or more years of supervisory experience.

Those looking to oversee the technology plan for a large organization may need more than 15 years of experience in the IT field before being considered.

JOB OUTLOOK ²

Employment of computer and information systems managers is projected to grow 11 percent from 2020 to 2030, faster than the average for all occupations.

About 42,400 openings for computer and information systems managers are projected each year.

Demand for computer and information systems managers will grow as firms increasingly expand their operations to digital platforms.

EDUCATION/TRAINING

High School classes should include computer technology, business management, math, and science courses.

A bachelor's degree in computer science, business administration, management information systems, or a related discipline are standard, but companies will sometimes accept equivalent work experience.

¹ Toyota North America, <https://www.linkedin.com/company/toyota-north-america>.

² Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, Computer and Information Systems Managers, <https://www.bls.gov/ooh/management/computer-and-information-systems-managers.htm#tab-6>.