Dealership IT Manager Job Description Template

A job description you can post, with interview questions and a worksheet for who covers each duty.

> **How to use it.** Fill in sections 1 and 6, then go through section 2 and cut any duty a partner will cover. Keep the numbers, so the interview questions and the coverage worksheet still line up. Ask every candidate the section 5 questions.

1 About the role

You complete this section before posting.

Job title	
Reports to	
Rooftops and locations	
Users, PCs and phones	
Who else works on IT	
Start date	

2 What you'll own

Strong hire: someone who'd rather own 2.7 and 2.8 than close tickets all day.

2.1 Keep every rooftop's users, PCs, printers and accounts working, and own the IT ticket queue until each request is closed.

2.2 Support the DMS, such as CDK, Reynolds and Reynolds, Tekion or PBS, and the OEM systems each franchise requires.

2.3 Manage the network, Wi-Fi, internet circuits and firewalls at each store, from the service drive to the customer lounge.

2.4 Look after the phone system and call routing for sales, service and parts.

2.5 Administer Microsoft 365, including email, licenses, admin roles and multifactor authentication.

2.6 Run the information security program day to day and keep the dealership's FTC Safeguards Rule evidence current.

2.7 Manage IT vendors and contracts, from the DMS and the internet carrier to any managed IT or security partner.

2.8 Plan projects and budgets with the dealer principal, the CFO and department managers, including new stores, PC refreshes and AI tools.

2.9 Take part in the after-hours on-call schedule set out in section 6.

3 Skills and experience

The BLS lists a bachelor's degree and five or more years of related work for computer and information systems managers.

3.1 Five or more years in IT, with at least two running systems for a dealership or another multi-location business.

3.2 Hands-on time with a dealership DMS and the OEM portals and diagnostic setups that come with each franchise.

3.3 Working knowledge of business networks, firewalls, Wi-Fi and VoIP phone systems.

3.4 Microsoft 365 administration, including identity, MFA and email security.

3.5 Experience working with a managed services provider, from writing the scope to holding the provider to it.

3.6 Comfort explaining plans, risks and costs to owners and a CFO in plain language.

4 Certifications worth asking about

None is required. Match them to the duties you kept in section 2.

CompTIA Network+ | CompTIA Security+ | Microsoft 365 administrator | CISSP or CISM | ITIL Foundation | PMP or CAPM

5 Interview questions

Strong answer: named systems and real decisions, not a list of tools. Weigh 5.3 most.

5.1 Walk me through the last time a store lost its DMS connection. What did you check first, and who did you call?

5.2 How would you document our network so someone else could run it if you were out for two weeks?

5.3 Which IT work would you keep in-house, and which would you hand to a managed provider? Why?

5.4 Tell me about a vendor that missed its agreement. What did you do about it?

5.5 How would you approach our FTC Safeguards program in your first 90 days?

5.6 A salesperson wants to paste customer details into a free AI chatbot. What do you tell them?

5.7 What would you put on a one-page IT report to the dealer principal each month?

6 Pay, schedule and on-call

BLS median annual wage, May 2025: $175,140 for computer and information systems managers, $99,130 for network and computer systems administrators. Always post the range.

Salary range _____

Bonus and benefits _____

On-call schedule _____

Travel between stores _____

Coverage worksheet

One row per duty. Tick who owns it.

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For each duty, mark who owns it: your IT manager, a managed partner, or both. Cut partner-only duties from the posting.

Duty	IT manager	Partner	Both	Notes
2.1 Day-to-day tickets	☐	☐	☐	
2.2 DMS and OEM systems	☐	☐	☐	
2.3 Network, Wi-Fi and firewalls	☐	☐	☐	
2.4 Phone system	☐	☐	☐	
2.5 Microsoft 365	☐	☐	☐	
2.6 Security program and Safeguards evidence	☐	☐	☐	
2.7 Vendors and contracts	☐	☐	☐	
2.8 Projects, budgets and strategy	☐	☐	☐	
2.9 After-hours on-call	☐	☐	☐	
Vacation and sick-day cover	☐	☐	☐	

Want to know what your stores need covered before you post the job?
Request a complimentary IT and cybersecurity assessment.
heliontechnologies.com/it-assessment/

A planning aid from Helion Technologies. Pay data: U.S. Bureau of Labor Statistics, Occupational Outlook Handbook. Change anything to fit your dealership. © 2026 Helion Technologies.