

JOB DESCRIPTION

Job Title: Information Technology Manager

Department: Technical Services

Reports to: Director of Government Services

GENERAL SUMMARY:

The Information Technology Manager is to maintain information technology strategies by managing staff; researching and implementing technological strategic solutions. The position is also responsible for providing network and server support, along with overseeing the successful operation of the information technology helpdesk system.

Essential Duties and Responsibilities:

- Accomplishes information technology staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
- Maintains staff by recruiting, selecting, orienting, and training employees; maintaining a safe and secure work environment; developing personal growth opportunities.
- Maintains organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies.
- Directs technological research by studying organization goals, strategies, practices, and user projects.
- Verifies application results by conducting system audits of technologies implemented.
- Preserves assets by implementing disaster recovery and back-up procedures and information security and control structures.
- Recommends information technology strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements.
- Accomplishes financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective action.
- Maintains quality service by establishing and enforcing organization standards.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.

Additional Duties and Responsibilities:

- Planning, deployment, and management of technology services involving: Microsoft Platforms: Windows Server, Exchange, MSSQL, Identity management, ADFS, Windows workstations, SAN/NAS Storage, VMware ESXi environment, and mobile devices management systems.
- Manage and configure routers, switches, firewall systems, wireless environment, servers, laptop and tablet computers, Cisco Unified Communications Systems, Solar Winds Monitoring
- Administration and maintenance of the remote monitoring and management system: update agent scripts, respond to alerts, monitor dashboard, and periodic system review
- Document maintenance for all computer systems and network infrastructure

- Communicate with customers as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages

Knowledge, Skills, and/or Abilities Required: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Four year degree in or related to Information systems or 5 + of experience in government IT field
- Professional IT Certifications, such as: Microsoft MCP, MCSA, or MCSE, Citrix CCEA or CCIA, SonicWall CSSA, Cisco CCNA, or VMware VCP preferred, but not required
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care
- Diagnosis skills of technical issues
- Ability to multi-task and adapt to changes quickly
- Technical awareness: ability to match resources to technical issues appropriately
- Service awareness of all organization's key IT services for which support is being provided
- Understanding of support tools, techniques, and how technology is used to provide IT services
- Self-motivated with the ability to work in a fast moving environment

Please submit all resumes to hr@interdev.com.