

JOB DESCRIPTION

JOB TITLE: IT Manager

SUMMARY: directing and managing computing and information technology strategic plans, policies, programs and schedules for business/financial processing, computer services, network communications, telephony, and management information services to accomplish Power Lifts goals and objectives.

DUTIES AND RESPONSIBILITIES:

- Promotes and upholds the ideal objective to take care of our customers and fellow employees under all circumstances to the fullest extent possible.
- Supports users in the selection, purchase, implementation, usage, and maintenance of hardware and software.
- Directs and manages computing and information technology strategic plans, policies, and programs.
- Directs information and data integrity.
- Develops strategic plans and implements technology to ensure computer capabilities can meet the company's growth and objectives.
- Develops and establishes policies and procedures for technology.
- Evaluates technology and recommends enhancements.
- Performs risk assessment on Information Technology, vendors and other organizational functions.
- Ensures security of information systems, communication and equipment.
- Performs maintenance and upgrades on all workstations, servers and software.
- Provides technology for all departments so goals can be easily achieved.
- Manages backup, storage, and retrieval functions.
- Manages firewalls.
- Develops, maintains, and tests disaster recovery plans.
- Recommends, develops, plans, and purchases hardware and software.
- Supports communications, LAN, WAN, and all users.
- Directs staff in supporting technology issues and needs.
- Supports video advertising, website design, video conferencing, telephony, imaging, communications (internal and external), hardware, and application software.
- Liaison to service provider and other technology vendors.
- Enforces policies to maintain data security.
- Designs and implements network topologies for IT related construction.
- Performs backup as needed for various functions.
- Completes training requirements and performs duties within procedures, laws and regulations.
- Performs other related duties as assigned by management.

QUALIFICATIONS:

- Bachelor's degree (B.A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.
- Working knowledge of the Azure AD Connect.
- Experience with all the following programs: Windows Server 2012 and 2019, Active Directory, Group Policy, Microsoft o365 Tenants, Azure AD Connect, SonicWALL Security Devices, Aruba VLAN Switching and Trucking, Ubiquiti Wireless, Azure Backup, Symantec Endpoint, GoDaddy DNS, Window 10 OS and SSL Certificates.
- Ability to maximize resources to accomplish key metrics
- Willingness to assist teammates in order to achieve departmental goals
- Strong written, verbal, and interpersonal communications skills including ability to listen attentively and to communicate information clearly and effectively

COMPETENCIES:

- **Design** - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Occasionally required to stand
- Occasionally required to walk
- Frequently/Continually required to sit
- Continually required to utilize hand and finger dexterity
- Frequently required to talk or hear
- Continually utilize visual acuity to operate equipment, read technical information, and/or use a keyboard
- Occasionally required to lift/push/carry items less than 25 pounds/ up to 50 pounds

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ACKNOWLEDGEMENT

I have read the foregoing job description and understand the responsibilities of the job. I agree that I am able to perform the essential duties of this position.

Employee Name

Manager Name

Employee Signature

Manager Signature

Date Signed

Date Signed