

Job Description – IT Manager

Title

IT Manager

Description

The IT Manager's role is to ensure the streamlined operation of the IT Department in alignment with the business objectives of the organization. This individual will plan, coordinate, direct, and design IT-related activities of the organization, as well as provide administrative direction and support for daily operational activities of the IT department. The IT Manager will work closely with decision makers in other departments to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization. This person will also define and implement IT policies, procedures, and best practices.

Responsibilities

Strategy & Planning

- Lead IT Department operational and strategic planning, including fostering innovation, planning projects, and organizing and negotiating the allocation of resources.

Acquisition & Deployment

- Benchmark, analyze, report on, and make recommendations for the improvement and growth of the IT infrastructure and IT systems.
- Manage financial aspects of the IT Department, including purchasing, budgeting, and budget review.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- Develop and implement all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision.
- Develop requests for proposal.
- Negotiate and administer vendor, outsourcer, and consultant contracts and service agreements.

Operational Management

- Manage the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including servers, PCs, operating systems, hardware, software, and peripherals.
- Oversee provision of end-user services, including help desk and technical support services.
- Work with stakeholders to define business and systems requirements for new technology implementations.
- Direct research on potential technology solutions in support of procurement efforts.
- Keep current with the latest technologies.
- Approve and oversee projects and project portfolio.
- Practice asset management for IT hardware, software, and equipment.
- Manage IT staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions.

- Establish and maintain regular written and in-person communications with the organization's executives, department heads, and end users regarding pertinent IT activities.

Position Requirements

Formal Education & Certification

- University degree in the field of computer science and [...] years related work experience. Master of Business Administration with technology as a core component preferred.
- Certifications in [...].

Knowledge & Experience

- Strong technical knowledge of network and PC operating systems, including [...].
- Strong technical knowledge of current network hardware, protocols, and standards, including [...].
- Extensive application support experience with [...].
- Proven experience in IT infrastructure planning and development.
- Excellent understanding of the organization's goals and objectives.
- In-depth knowledge of applicable data privacy practices and laws.
- Strong understanding of human resource management principles, practices, and procedures.
- Strong understanding of project management principles.

Personal Attributes

- Strong leadership skills.
- Excellent written and oral communication skills.
- Excellent interpersonal skills.
- Ability to conduct and direct research into IT issues and products as required.
- Ability to present ideas in business-friendly and user-friendly language.
- Ability to perform general mathematical calculations for the purpose of creating business cases, budgets, and so on.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical, evaluative, and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Extensive experience working in a team-oriented, collaborative environment.

Work Conditions

- On-call availability for [...] days per month.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.
- Occasional inspection of cables in floors and ceilings.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.