

## **Manager, IT**

**Reports to: Chief Financial Officer**

**Classification: Exempt / Salaried**

### **JOB SUMMARY:**

The Manager, IT is responsible for the technical infrastructure of the entire organization. This person will be responsible for ensuring not only the stability and security of the company's operating infrastructure but also for working with the organization to develop a mid and long-term plan for needed capabilities to serve our customers and employees. This person will manage a group of two employees to install, manage and maintain all computers, servers, and point of sale systems to ensure the stable operations of our IT assets and network well-being. Additionally, this person will be responsible for analyzing and resolving any infrastructure problems as well as troubleshooting network performance issues.

### **ESSENTIAL FUNCTIONS:**

1. Manage all aspects of the implementation and operation of information and functional systems for the organization, including software applications, network, phone systems and end-user computers
2. Evaluating the company's IT needs and developing options to improving our operations
3. Windows Server Administration for 2012, 2016 and 2019 environments including DHCP, DNS, Active Directory, WSUS
4. Hyper-V Virtual Server Management in a Failover Cluster Environment
5. Microsoft Exchange 2016 – manage and maintain all email mailboxes and policies
6. Microsoft Volume Licensing – maintain all Microsoft licensing across all products including SQL, Server, Workstations, Exchange and Office
7. SQL Server Management – installation and maintenance
8. POS Software installation and maintenance
9. IBM AS400 software upgrades and maintenance
10. Network monitoring and troubleshooting
11. Maintenance and installation of all Aruba wireless access points and various RF client devices
12. Maintenance and installation of Fortigate environment
13. Maintenance and troubleshooting of a Storage Area Network
14. Firewall monitoring and troubleshooting
15. Manage hardware, software and service setup for new store locations
16. Must have a valid driver's license

### **MINIMUM REQUIREMENTS:**

- 4-5 years of system administration experience
- Bachelor's degree relevant to managing a technical environment or significant relevant experience in lieu of an IT related Bachelor's degree
- Excellent working knowledge of computer systems, security, network and systems administration, databases and data storage systems and phone systems
- Must have a valid driver's license to travel to store locations to perform necessary duties as needed

- Willingness to work occasional evenings or weekends

**PREFERRED QUALIFICATIONS:**

- Familiar with IBM AS400 Environment
- Familiar with network applications / systems such as Windows OS 10, Linux/Red Hat, Windows Server (2012 / 2016), Adobe Cloud, Hyper-V, HP and Lenovo Servers, Aruba, Fortinet and Cisco (firewalls, routers, switches).
- CompTia Security+, CompTia Network+, CompTia A+ (or equivalent certifications (i.e. Cisco Certified Network series))