



Title	<i>IT Manager</i>
Department	IT/Web
Reports to	Director of IT/Web Services
Hours	<i>9:00 am – 5:00 pm</i>

Department/Division: IT/Web
Supervisor: Director of IT & Web

Summary of Duties:

The IT Manager will be responsible for developing network maintenance and growth plans, creating annual and project budgets, managing the IT staff and keeping the executive team up to date on the latest networking technologies that could help the company to succeed.

Duties and Responsibilities

- Be the point person for project management and business analysis when meeting with various teams, documenting and scoping out projects.
- Develop innovative network troubleshooting methods that reduce downtime and lower repair costs
- Work closely with departmental managers to determine the maintenance and growth needs of the network
- Plan, organize, control and evaluate IT and electronic data operations
- Design, develop, implement and coordinate systems, policies and procedures
- Ensure security of data, network access and backup systems
- Audit systems and assess their outcomes
- Handle annual budget and ensure cost effectiveness
- Manage ACGI systems environment and integration
- Manage Office 365, domains, and other IT-related tasks as needed
- Train and support staff in using the internal database and financial systems
- Support staff with questions on general software (Office 365) and computer usage
- Create and maintain analytics and reporting features for staff to use; working closely with Digital Marketing on front-end analytics efforts.

Basic Qualifications:

- Proven working experience as an IT manager or relevant experience
- Excellent knowledge of technical management, information analysis and of computer hardware/software systems
- Expertise in data centre management and data governance
- Hands-on experience with computer networks, network administration and network installation
- Ability to manage personnel
- Minimum of three years of work experience in a client server environment
- Preferred demonstrated expertise in the following database/development environments
 - SQL, including programming interactions with back-end SQL queries/databases
 - XML, HTML
 - Microsoft .Net, ASP.Net development environments
 - Office 365
 - BOXI
 - ACGI
- Meets deadlines and completes projects and activities in professional, timely manner.
- Ability to effectively communicate technical concepts, findings & recommendations to senior leadership
- Ability to organize work into actionable plans, projects and committed time frames

- Adaptive, resilient enabler of change. Comfortable operating in a changing environment
- Ability to manage the effort, communicate status and mitigate risks & issues
- Ability to establish strategic and tactical roadmaps
- Solution oriented mindset - creative use of technology and alternative approaches. "No" is not in your vocabulary
- Able to work with teams to balance solution vs. budget, schedule, and tools
- Focus on broad technical expertise and understanding (concepts vs. vendors)
- Enthusiasm to learn new technologies, and ability to do so quickly, on the job

Working conditions

This position will require working standard business hours, sitting for extended periods of time, standing, and some minor lifting. This position **may** also be required to attend annual trade show for a week which will consist of travel and overnight stay. This position may need to come to the office early, stay late, work occasional weekends and travel to remote offices for training.

Direct reports

Enterprise Application Specialist, Database Coordinator

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