

Information Technology (IT) Manager

Posted: February 6, 2025

Full Time

Location: Saint Michaels, Arizona

Job Details - Closing Date: Open Until Filled

****Applicant must have a valid, unrestricted insurable Driver's License****

****Application, Resume, and References are required****

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Maintain Confidentiality
- Provide day to day leadership and responsibility for IT team ensuring appropriate business support while providing training to the team, monitoring of department coverage and evaluating staffing level needs.
- Establish best practices, procedures and standards for network device connectivity, end user hardware, including laptops, desktops, telephones and mobile devices.
- Monitors the annual IT budget, ensures service level agreements are met, maintains hardware inventory, and software licenses.
- Monitors a variety of computer systems and functions (e.g. WAN/LAN connections, network traffic, performance, etc) for the purpose of ensuring that business unit computer systems are secure, and resources are utilized effectively and efficiently.
- Manage end user support requests in the Help Desk ticketing system, analyze and report on support ticket trending and volume.
- Responsible for implementation, monitoring, and maintenance of IT systems, including network analysis, system administration, security and information assurance, cyber security, IT audits, database administration, and web administration.
- Works in collaboration with IT Technicians to build and maintain updated and efficient computer network systems, operating systems to optimize the various ERP systems utilized by various business units.
- Test, diagnose and resolve end user desktop/hardware, operating system, and application problems. This includes identifying and resolving desktop application interdependencies and/or conflicts.
- Set up workstations with computers and necessary peripheral devices (routers, printers, call manager, VOIP System, users in office.com, and other applications, etc.)
- Check computer hardware (HDD, mice, keyboards, etc.) to ensure functionality of each user
- Perform maintenance and repair on all hardware as necessary and work closely with service vendors to ensure continuity of service
- Install new software and hardware components according to specification, including creating users in active directory and computers to domain.
- Maintain record/logs of repairs, fixes, and maintenance schedule, including managing hardware and software inventory.
- Provide orientation and guidance to users on how to operate new software and computer equipment
- Encourage development opportunities for IT staff by setting performance goals that align with organizational goals and provide performance feedback.
- Perform other duties as assigned.

MINIMUM MANDATORY QUALIFICATIONS

Experience:

- Six to Eight years related experience and/or training in computer technology related fields; or equivalent combination of education and experience.

Education:

- Bachelor's Degree in Computer Science, Computer Engineering or closely related field. from an accredited college/university. Master's degree preferred

Mandatory Knowledge, Skills, Abilities, and Other Qualifications: include but are not limited to:

- CompTIA A+ Certification or demonstrated equivalent work experience or certification, required.
- Understanding of TCP/IP and Windows Internetworking
- 6-8 years, current Microsoft desktop operating system, mail client and applications experience.
- Strong Supervisory and motivational skills.
- Outstanding organizational and time-management skills.
- In depth understanding of diverse computer systems and networks
- Good knowledge of internet security and data privacy principles

POSITION PREFERENCES

Licenses and Certifications: CompTIA +