

Title Manager, IT

City Reno

State NV

Description SUMMARY

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.

ESSENTIAL FUNCTIONS

1. Manages and maintains one or more core business automation applications or technology infrastructure elements ensuring availability, reliability, and performance.
2. Researches, evaluates, and plans technology enhancements and upgrades resulting from changing business needs. Exercises and demonstrates new technology to determine potential and possible uses for solving business needs. Stays abreast of industry trends and applicable new technologies and helps identify potential business uses. Designs, plans, schedules and implements forward migration strategies for core business software applications. Analyzes new software technologies providing recommended migration strategies and schedules.
3. Completes strategic planning for assigned core business automation applications or technology infrastructure elements and presents results to management.
4. Develops detailed project plans documenting tasks, steps, milestones, deliverables, resource requirements and assignments, schedules, risks, and interdependencies. Operates under project timelines and schedules for completing assignments, deliverables, and achieving other project milestones. Determines appropriate staffing loads and effectively manages resources.
5. Manages, directs, supervises, and completes multiple technology projects.
6. Manages and supervises two or more technical staff in performing technology development, implementation, and maintenance projects.
7. Provides input into and plans project phases regarding technology specification and design.
8. Obtains, communicates, and resolves feedback from technical staff regarding system design and specification issues. Works with technical staff to troubleshoot technology solution problems and perform procedures to bring faulty components back into service.
9. Follows Solutions Delivery Life Cycle steps, as defined in the Demand Management procedure, for completing project assignments.
10. Maintains and enhances technology methodologies for developing and implementing system specifications. Ensures the smooth operation of production solutions within company computing constraints maintaining absolute minimum downtime during production service hours.
11. Verifies quality and ensures timeliness of technology tests for new and improved system enhancements and modifications.
12. Confirms that system specification and design meets business requirements.
13. Provides overall project status for all project assignments. Monitors project results against technical specifications. Carefully coordinates and formally responds to requests for changes to original project objectives.
14. Interfaces with vendors and suppliers for scheduled and non-scheduled technical support services. Manages project related technology vendors and consultants and ensures quality of services and products produced and delivered.
15. Verifies disaster recovery and business continuity procedures for specific business applications and computing environments.
16. Attends, supports, and directs other technical unit design meetings ensuring sound technical approach to solving business and technology component design.
17. Develops and documents technology policies and procedures for immediate areas of responsibility.
18. Manage IT staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions. Provides assistance, training, and advice to other Technical Systems staff in resolving the most difficult computing issues.
19. Consults with management and reviews new project proposals to determine goals, time frames, funding limitations, procedures for accomplishing project, staffing requirements and allotment of resources. Establish and maintain regular written and in-person communications with the organization's executives, department heads, and end users regarding pertinent IT activities.
20. Meets as assigned and scheduled with management to convey unit status and progress. Notifies management of significant project discrepancies or deviations in a timely fashion. Provide clear explanation and consultation to users and

management regarding complex technical issues.

21. All other duties as assigned or as situation dictates.

WORKING CONDITIONS

- Working conditions are typical of a fast paced office environment.
- Travel to offsite locations, including some overnight travel, up to 30% of the time.
- This position entails prolonged sitting, prolonged reading, prolonged viewing of computer monitors, and extensive verbal and written communicating.
- There will be extensive use of keyboards, telephones, and calculation devices.
- Must be able to lift 65 pounds to waist, 30 pounds above the head. May be asked to move computer equipment. Working conditions require lifting equipment, computers, monitors, and boxes weighing up to 100 pounds, availability to work flexible hours, and potential activities in multiple company sites.
- Is available on call when scheduled for system coverage.

Requirements MINIMUM QUALIFICATIONS / KNOWLEDGE, SKILLS & ABILITIES

- Bachelor's degree from an accredited college/university with major coursework in computer science, information systems, mathematics or related field of study or an equivalent combination of education and experience.
- Must have at least five years experience working with computer related hardware and software.
- Must have managed at least three information technology projects using standard project management techniques including tasks, milestones, deliverables, charting, resource allocation, and status reporting. Project management expert and in-depth knowledge in at least one area of software technology (database design, application development, application implementation, software evaluation, etc.)
- Must have supervisory experience supervising two or more persons. Demonstrated skills in managing people and resources, communicating project status and a track record of successfully completing significant projects.
- Knowledgeable about project methodologies, quality management, and resource planning.
- Technical certification in systems development and/or project management.
- Advanced level of software development skills. Must be able to understand and produce quality detailed program code and applications. Must have a strong understanding of multiple operating systems and development software.
- Full understanding of system architecture, businesses and functional interdependencies, and impact on operating units.
- Able to research and solve complex technical issues.
- Full understanding of one or more core business technology applications.
- Must have excellent verbal communication skills as well as strong interpersonal skills.
- A proven ability to work with people in a customer focused environment with the ability to respond to customers' needs.
- Must be reliable and a team player.
- Must possess strong problem solving and multi-tasking skills with an ability to work on several projects simultaneously.
- Must work well under pressure and attain project milestones in a timely manner.
- Must have experience with BGP and EIGRP and large WAN links in a multisite environment
- Must have experience with Cisco Routing and Switching technologies
- Must have experience with WAN acceleration equipment
- Must have experience with IDS/IPS technologies
- Must have experience with Network Security techniques
- Must have experience with port based security techniques and methodology
- Strong knowledge of VPN and two factor (RSA) technology
- Ability to performance discover and performance tune network traffic on a WAN and LAN level
- Must have experience around the writing of ACL's and managing firewalls in a complex multi-tier environment.
- CCIE certification preferred

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