

Sr. IT Manager

This role requires someone who can balance strategic leadership with hands-on technical work. Key responsibilities include managing IT requests, vendor relationships, administering cloud-based systems, and providing escalation support for complex technical issues.

Responsibilities for Senior IT Manager

- Develop and oversee technical roadmaps and strategic plans for infrastructure enhancements.
- Maintain the managed service provider relationship, ensuring all requests are effectively managed by the MSP with high satisfaction levels.
- Establish and uphold service level agreements and key performance indicators for internal IT staff and MSPs.
- Develop and maintain IT policies, procedures, and documentation standards.
- Administer IT budgets, including hardware refresh cycles, software licensing, and vendor services.
- Enhance internal IT capabilities and skillsets.
- Collaborate with business stakeholders to standardize and improve internal processes.
- Lead IT projects, including the design and deployment of new IT systems and services.
- Evaluate IT systems to assess costs and productivity and recommend improvements.
- Define and manage IT infrastructure strategy, architecture, and processes.
- Assess vendors and develop test strategies for new hardware and software.
- Manage asset tracking for hardware and software licensing, and mobile phones.
- Provide training for employees on IT processes and procedures.

Qualifications for IT Manager

- 5-8 years of experience working in IT operations.
- Hands-on technical expertise with enterprise IT Systems.
- **Must have Microsoft M365 Administration and support experience.**
- **Must have Azure Active Directory Support experience.**
- **Must have Modern Device Management Platforms (Intune).**
- SharePoint Administration
- Helpdesk Administration
- Microsoft Power Automate Management
- VOIP Administration
- Cloud Infrastructure and SaaS applications
- Network Infrastructure
- Azure Administration
- Data Integrations
- Monitoring and Alerting
- Windows operating systems

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Sr. IT Manager

Responsibilities for Senior IT Manager (Continuation)

- Comprehensive knowledge of computer systems, security, network and systems administration, databases and data storage systems, and phone systems.
- Strong critical thinking and decision-making skills.
- Thorough understanding of IT infrastructure and operations best practices.
- Experience managing IT budgets and resource planning.
- Adept at conveying ideas clearly and effectively.
- Excellent project management skills and strong ability to prioritize tasks.
- Proven experience leading and managing IT projects and implementing IT infrastructures across various technologies and locations.

Education

- Bachelor's degree in information technology, Computer Science, Information Systems, or a related field, or equivalent experience.

Conditions of Employment

- Ability to successfully pass a criminal background check.
- Ability to successfully pass pre-employment drug screen.