



## **NJ 2-1-1 Partnership Job Description**

**Job Title: IT Manager**

**Reports to: Executive Director**

### **Job Summary**

The IT Manager (ITM) is responsible for the overall network infrastructure, equipment and applications of a call center supporting the in-office and remote workforce. The ITM will be responsible for meeting the day to day 24/7 work needs of the organization, as well as its long-term technological needs assessments & roadmap. The ITM will serve as the primary resource for all matters of technology assisting and advising management with new and existing business opportunities. Daily responsibilities include computer/equipment set-up, troubleshooting computer/equipment problems, helpdesk tickets, assisting staff with new software and overseeing the web-based telephony system. Direct reports include the IT consultant and telephony consultant.

### **Key Responsibilities**

#### **Network**

- Maintain the Active Domain (network logins/security groups, passwords).
- Maintain/update group policies and drive mappings.
- Set-up virtual servers as needed; monitor the status of the physical and virtual servers, noting the space used, updates adequately applied and date of virus definitions.
- Maintain Shared Drive Security and permissions.
- Manage the offsite backup drives.
- Setup and manage Carbonite cloud storage.
- Track projects that IT consultant is working on and assist in prioritization of projects based on business needs.
- Create backup images for the workstations.
- Manage and monitor the Wireless Access Point functionality.

#### **Equipment Deployment/Maintenance**

- Set-up and maintain workstations with computers, monitors, printers, internet connection and ensure functionality.
- Manage the deployment of laptop workstations to staff working remotely, both management and specialists.
- Provide orientation and guidance to users on how to operate new software and computer equipment. Create user guides when needed.
- Organize and schedule upgrades and maintenance without deterring others from completing their work. Use PDQ Inventory to track installed software and PD Deploy to push out changes to the computers.
- Manage and address the helpdesk ticket system.
- Perform troubleshooting to diagnose, repair and resolve problems. Identify reoccurring issues and proactively determine solutions.
- Work with IT vendor representatives to repair equipment that is under warranty.

- Maintain records/logs of repairs and fixes and maintenance schedule.
- Develop equipment list annually and review quarterly to prioritize and escalate needs.

### **Applications**

- Maintain CDC software.
- Renew annual subscriptions for
  - Symantec Endpoint licenses
  - Watchguard licenses
  - PDQ Inventory & Deploy licenses
  - Carbonite Cloud Backup licenses
  - Go Daddy domain renewals
  - LA 211 Taxonomy subscription
- Install and configure appropriate software and functions according to specifications
- Track licenses for MS Windows, MS Office, Adobe Acrobat Pro, and other software that requires a license to activate the product.

### **Telephony**

- Oversee telephony systems for the call center and for the office
- Install and maintain VOIP phones
- Generate reports, update documentation and maintain proper connectivity and functioning
- Compare telephony vendors and negotiate contracts
- Manage telephony consultant

### **Skills/Qualifications**

6-8 years IT experience.

College and/or technical school preferred

Ability to self-manage and direct

Telephony experience preferred

CompTIA, Microsoft, and other relevant technical certifications highly preferred

Ability to use information resource and technology to acquire and organize information

Knowledge of computer software and hardware and variety of internet applications, networks and operating systems

Strong verbal and written communication skills

Strong attention to detail

### **Work Environment**

The position is primarily an office position. Considerable computer work and extended periods of concentration are required. The IT Manager must be available after-hours and weekends for technical emergencies, as well as during state declared emergencies such as a hurricane.

