Job Description

Position Title: IT Manager / Support Technician	Job Classification: Exempt
Reports To: Director of Data and Technology	Salary Range: $41,226 - $47,108

Position Summary: Responsible for the effective management of all Information Technology systems, network administration and Help Desk agency needs.

Responsibilities:

- Provide end-user support to staff
- Provide needs-based training to staff
- Assist with troubleshooting, installation and implementation of systems
- Develop and maintain information architectures (data, application and network)
- Create, manage and maintain user accounts in Active Directory and Office 365 environments
- Ensure data integrity of all IT related fixed asset inventories
- Assist external IT partner(s) with technological infrastructure projects
- Provide input and recommendations for hardware and software technologies
- Develop and monitor performance levels of software and hardware
- Evaluate, recommend and propose alternative methods of information processing
- Monitor system backups to ensure a high level of completion success rate and provide recovery options as needed
- Establish processes to maintain a stable network environment
- Configure and install desktop hardware, software and other equipment
- Proactively advise on trending issues and make recommendations
- Communicate with vendors to resolve issues and effect repairs
- Maintain hardware and software maintenance agreements
- Manage and maintain IT-related equipment

Initiative:

In a field of rapid change, the technologically-savvy IT Manager proactively researches the latest industry developments and best practices.

- Respond to the needs and requests of others, both internally and externally, with a high degree of urgency
- Provide and articulate ideas, opinions and information
- Adjust to changing conditions and priorities
- Leading by example, initiate the identification and resolution of problems

Knowledge, Skills and Abilities:

- Organized, thorough, and attention to detail
- Demonstrated working knowledge of hardware and networking basics
- Ability to install, configure, troubleshoot and support Windows clients and servers
- Intermediate - Advanced knowledge of the Microsoft Office Suite
- Demonstrated ability in problem-solving and analytical skills
- Effective oral, electronic and written communication
- Does well with "hands on" training and can pick up new skills quickly
- Ability to multi-task and handle frequent interruptions
- Strong internal customer orientation and focus
- Can consistently follow protocol and instructions
- Can work independently with little management direction
- Manage time and projects effectively
- Document process, procedures and results

Qualifications:

- BS or AS degree in Information Technology, Computer Science or related field
- CompTIA Network+, Security+, HDI and/or Microsoft Certifications preferred, or ability to demonstrate equivalent skills
- Experience with Active Directory, Microsoft Hyper-V, VMware, Microsoft Backup and WSUS
- Three to five years of progressively responsible experience in a networked Windows desktop/server environment
- Ability to operate and support Windows Server Domain environments
- Ability to lift up to 30 pounds

Please send Cover letter and Resumes to HR Manager at Msique@diiri.org by 01/27/2017
Please note Resumes will not be looked at if no cover letter is attached.