Job #0110 | IT Manager | Flower Mound, TX

The **IT Manager** role is to ensure the streamlined operation of the IT department in alignment with the business objectives of the organization. The IT Manager 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 monitor and direct our managed services provider for optimal performance. The IT Manager will work closely with decision makers in other departments to identify, recommend, develop, implement and support cost-effective technology solutions for the organization.

Job Responsibilities:
- Oversees installation and maintenance of all on premise network and server equipment. (we have very little on premise)
- Monitors network performance and works with our managed service provider for consistent performance and improvements.
- Manages all IT solutions vendors with SLA's
- Managing IT project milestones and budgets
- Manages all IT assets
- Research and document current and potential threats and opportunities to existing IT infrastructure.
- Evaluate user needs and system functionality and insure our current network meets these needs.
- Ensure that our network integrates smoothly with our communication providers, including phone internet and long distance technologies.
- Ensure all software licensing is current and adheres to applicable laws.
- Ensure all networks and data are secure from internal and external attack.
- Oversee disaster recovery protocols and methods.
- Design and execute all IT policies and procedures to ensure an efficient and effective IT solution that supports the overall corporate strategies.
- Being on call, including weekends, as needed
- Performs other duties as assigned.

Qualifications (min. educational and experience qualifications):
- 3 to 5 years IT experience with a background in a support role and some Level 2 experience
- Bachelor's in Computer Science with emphasis in network and server technology.
- The following certifications are preferred MTA: IT Infrastructure, 2012, SQL Server 2012; MCSE: Server Infrastructure, messaging & Communications
- Proven ability to collaborate in a team environment
- Excellent written and communication skills
- Expert knowledge of Microsoft IT Stack
- Experience with VMware and unified communications highly desirable

Key Competencies:
- Problem Solving: Identifies and resolves problems in a timely manner and gathers and analyzes information.
- Communication: Speaks clearly and persuasively in positive and negative situations, demonstrates group presentations skills and conducting meetings.
- Delegation: Delegates work assignments, gives authority to work independently, sets expectations and monitors delegated activities.
- Management skills: Include staff in planning, decision-making, facilitating and process improvement, makes self-available to staff, provides regular performance feedback and develops subordinate's skills and encourages growth.
- Quality Management: Looks for way to improve and promote quality and demonstrates accuracy and thoroughness.
- Judgment: Displays willingness to make decisions, exhibits sound and accurate judgment and makes timely decisions.
- Planning/organizing: Prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Adaptability: Adapts to change in work environment, manages competing demands and is able to deal with frequent change and or unexpected events.