



## **Job Title: Information Technology Manager**

### **Roles and Responsibilities:**

Responsible for the technological health of the company. Works within budgets for programs and projects, purchases and upgrades equipment, manages relationships with system specialists and IT contractors, and manages IT-related projects. Provides management, direction and leadership in several functional IT areas such as computer operations, networking, technical support, or systems administration.

- Assist with the technological guidance, including the assessment and anticipation of new technology projects and recommendations for appropriate action and resources
- Consult with operational management and team leaders to exchange information, present new approaches, and to discuss equipment/system changes as necessary and/or as new technology becomes available
- Maintain network architecture and infrastructure.
- Configure and maintain servers, hubs, routers and switches.
- Monitor network capacity and performance.
- Perform network diagnostics and resolves network problems.
- Participate in vendor communication and interaction for all new computer equipment and software, internet, telephone, fax and all information systems purchased or leased for the corporation
- Manage the day-to-day operations of the information technology infrastructure of the organization, including issues management, troubleshooting and addressing errors as they arise
- Identify individual user needs and resolve problems

### **Required Skills:**

- At least 5 years' experience in Information Technology systems
- Knowledge and understanding of all Microsoft Windows applications, Mac and Windows platforms
- General hardware and software knowledge, including maintenance and troubleshooting
- Exceptional communication skills
- Strong sense of urgency towards customer service and task management
- Self-motivated with a desire for continuous learning
- Ability to multi-task and manage priorities effectively and efficiently
- Must have a positive, solution-oriented attitude and be a team player
- Excellent knowledge of Microsoft Office

**Working Conditions:** Primarily in an office environment. Due to the nature of this position, it is necessary that you are in the corporate office in Castle Rock, CO Monday through Friday from 8am to 5pm, with additional hours possible. Additionally, due to the nature of the information handled within this position, complete confidentiality and refrain from conflict of interest is demanded, and failure to adhere to these requirements is a terminable offense. We are a company that encourages self-starters and we reward highly motivated employees.