| Position: | Manager - Information Technology & Support Services | Department: | Information Technology |
|---|---|---|---|
| Classification: | Salary/Exempt | Reports To: | President & COO |
| Date Created: | October 14, 2016 | Last Revised: | June 4, 2025 |

**Job Overview:**

The Manager of IT & Support Services provides tactical leadership for the company's information technology infrastructure, systems, and support functions. This position ensures the secure, reliable, and efficient operation of all IT platforms and services, while aligning technological initiatives with business objectives. The Manager of IT & Support Services provides vision and direction for the IT department, manages day-to-day operations, leads major technology projects, and ensures exceptional user support across the company.

**Essential Functions:**

1. Develops and maintains the technology vision and planning processes that will regularly evaluate existing technology, information systems, and staffing, researches new solutions and technologies, and recommends changes.
2. Establishes IT departmental goals, objectives and operating procedures.
3. Provides tactical planning, development, evaluation, and coordination and management of the information and technology systems for the company, including voice systems, data applications, imaging and storage, and office automation.
4. Develops, implements, and maintains robust cybersecurity policies, procedures, and controls to protect against internal and external threats.
5. Coaches, develops and maintains a dedicated team that continually focuses on high-availability of IT systems and who are prepared to handle changing technological demands.
6. Manages the IT team to provide effective support and service to end users in the productive use of computer systems, hardware and software.
7. Develops, tracks, and controls the information technology annual operating and capital budgets.
8. Identifies opportunities for the appropriate and cost-effective investment of financial resources in IT systems and resources, including staffing, sourcing, purchasing, and in-house development.
9. Implements and maintains an enterprise-wide disaster recovery plan.
10. Develops, maintains, and communicates strategic plans, policies, and standards for the acquisition, implementation, and ongoing operation of the organization's IT systems, ensuring alignment with business goals, regulatory requirements, and industry best practices.

**Additional Responsibilities:**

1. Active participation with industry technical/trade groups expected.
2. Keeps current with trends and issues in the IT industry, including current technologies and prices. Advises, counsels, and educates executives and management on their competitive or financial impact.
3. Develops and maintains beneficial relationships between internal IT resources, consultants and other external entities, including government, vendors, and partner organizations.
4. Reviews all hardware and software acquisition and maintenance agreements.

**Knowledge, Skills, and Abilities:**

1. Strong working knowledge of business workflow requirements, transaction processing, system and application interfaces, and data integrity, especially as they pertain to legacy systems and environments.
2. Strong working knowledge of an array of computing devices, operating systems and IT architectures, such as server, desktop, notebook and tablet platforms, systems, and peripherals.
3. Strong understanding of cybersecurity principles and ability to implement security protocols to protect systems, networks, and data.
4. Experience leading IT change management initiatives, including planning, stakeholder communication, training, and risk mitigation.
5. Ability to work in an AS/400 environment
6. Working knowledge of a NCR/Retalix ERP system.
7. Strong working knowledge of networking design and maintenance
8. Working knowledge of voice communications solutions
9. Working knowledge of web-based application development tools, such as Linux, Apache, MySQL, and PHP.
10. Strong working knowledge of Microsoft Office applications.
11. Strong working knowledge of data integration processes and applications
12. Ability to effectively lead a team in an ever-changing environment.
13. Ability to prioritize workload and effectively delegate in a fast-paced, deadline oriented environment.
14. Ability to maintain confidentiality of personnel and work related information and materials.
15. Ability to motivate, organize and encourage teamwork through positive communication to ensure company and department goals are achieved.
16. Excellent interpersonal communication skills, adaptable for various levels within the organization and across cross-functional teams.
17. Strong English language aptitude, including the ability to communicate effectively verbally and in writing; includes the use of texting and email.
18. Ability to develop strategic business plans, contingency plans and realign priorities quickly when dealing with unanticipated events.
19. Strong problem identification (root cause analysis) and problem resolution skills, drawing on team members from all relevant departments for input and resolution
20. Ability to establish and maintain effective and courteous business relationships.
21. Ability to evaluate, negotiate, and manage vendor relationships.
22. Ability to develop and manage budgets.
23. Strong initiative and sense of urgency.
24. Professionalism, integrity, and tact.

**Education/Experience (Preferred Minimum Qualifications):**

1. Possession of a Bachelor's Degree from an accredited college or university in the area of Computer Science, Information Technology, Business Administration, or related field AND at least 5 (five) years of MIS experience, two (2) years of which must have been in a supervisory or management position.

**Licenses/Certifications/Special Requirements:**

1. Must take and pass a pre-employment drug test.
2. Subject to random and reasonable suspicion drug testing.
3. Must be flexible in work schedule to meet company demands.
4. Available for questions and problem resolution outside of the standard business hours.
5. Periodic travel may be required to attend meetings/seminars.
6. Must maintain a valid Driver License throughout employment.

**Physical Requirements:**

| Requirement | 8 Hour Schedule | 10 Hour Schedule | As % of Time |
|---|---|---|---|
| Limited | 0 – 1 hour | 0 – 1 hour | Less than 1% |
| Occasionally | 1 – 2 hours | 1 – 2.5 hours | Equals 1% to 25% |
| Frequently | 3 – 4 hours | 2.6 – 5 hours | Equals 26% to 50% |
| Repeatedly | 5 – 6 hours | 5.1 – 7.5 hours | Equals 51% to 75% |
| Continuously | 7+ hours | 7.6 + hours | Equals 76% to 100% |

| Activity | Duration |
|---|---|
| *Sustained Postures* | |
| **Sit:** | *Continuously* |
| **Stand:** | *Limited* |
| **Walk:** | *Limited* |
| *Intermittent Activity* | |
| **Bend:** | *Limited* |
| **Kneel/Squat:** | *Limited* |
| **Climb Stairs:** | *Limited* |
| **Crawling:** | *Limited* |
| **Overhead Reach:** | *Limited* |
| **Typing/Keyboard** | *Repeatedly* |
| **Vehicle Operation:** | *Limited* |
| **PPE/Special Clothing:** | *Limited* |

| Activity | | Duration |
|---|---|---|
| *Repetitive Use of Hands/Wrists* | | |
| **Grasp:** | | *Frequently* |
| **Push/Pull:** | | *Limited* |
| **Fine Manipulation:** | | *Continuously* |
| *Material Handling* | lbs. | |
| **Lift:** | 0 – 80 lbs. | *Limited* |
| **Carry:** | 0 – 80 lbs. | *Limited* |
| **Push:** | 0 – 80 lbs. | *Limited* |
| **Pull:** | 0 – 80 lbs. | *Limited* |
| *Miscellaneous* | | |
| **Exposure to Heights:** | | *Limited* |
| **Exposure to Packaged Chemicals:** | | *Limited* |
| **Exposure to Temperature Contrasts:** | | *Limited* |