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A CLASS ABOVE

TITLE: IT Infrastructure Supervisor
DEPARTMENT: Information Technology
REPORTS TO: Director of IT and Facilities
COMPENSATION: Competitive wages based on experience
BENEFITS: Medical, dental, vision, life insurance, short and long term disability insurance, paid time off package, 401k with company contribution, FSA or HSA options, educational assistance, dependent scholarship program, onsite fitness center, and much more!

Job Summary:

- The IT Infrastructure Supervisor reports to the IT and Facilities Director, and is responsible for the security, reliability and performance of all IT infrastructure components such as network, server, virtualization, cable plant, software, hardware, and peripherals. Safeguards corporate data and intellectual property through the research and implementation of best-known methods, tools and security principles. Provides direct supervision to Help Desk, Desktop and network systems administration staff. Creates performance goals and completes performance appraisals. Works with all departments to monitor the effectiveness of all IT software, hardware and services. Works very closely with the ERP supervisor to ensure alignment and support of departmental objectives and metrics as well as strategic objectives. This position is "hands on" and, although many tasks will be delegated to subordinate staff, it is expected that the supervisor can handle administrative duties that are critical to business operations. As such, the supervisor will be required to keep their technical skillset current.

Job Responsibilities:

- Leads IT department and cross-functional projects as required
- Creates and monitors performance goals for direct reports
- Completes performance appraisals for direct reports
- Reviews IT vendor support contracts annually to control costs and identify service improvement opportunities
- Monitors KACE Service Desk queue to ensure staff are adhering to controlled Acute Support request process
- Monitors KACE Customer Satisfaction surveys and incorporates feedback into performance appraisals
- Recommends and implements technology in support of employee enablement
- Recommends and completes technical training annually to keep technical skillsets current
- Contributes to the identification and achievement of operational metrics for the IT department
- Ensures organization is prepared for changes in major software, hardware and IT services
- Stays current on emerging IT trends and security threats
- Responsible for proposing and executing IT capital and operating budgets
- Provides technical direction to infrastructure staff
- Provides Tier 3 technical support when necessary
- Leads weekly Infrastructure group status meeting
- Participates in monthly IT department meeting and provides agenda topics

Position Requirements:

- Associates degree in an Information Technology related field, and 7 years of relevant experience

- Demonstrated success in IT project management
- 2-3 years' experience operating in a lead IT technical role and mentoring junior staff
- Solid written and verbal communication skills

Preferred Skills and Experience:
- 7 years Windows server administration
- 5 years Web application accelerators
- 3 years Internet Service load balancing
- 3 years network service load balancing
- 2 years Linux administration
- 2 years network administration
- 2 years Windows client administration
- 2 years help desk administration