TITLE: IT Infrastructure Manager

DEPARTMENT: IT

REPORTS TO: Director of IT

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!

General Responsibilities:

The IT Infrastructure Manager reports to the IT Director and is responsible for the reliability and performance of all cloud and on-premise services. The IT Infrastructure team is responsible for a broad range of tools and technologies. Scope includes local networks, VPN, PTP circuits, wireless infrastructure, servers, virtualization, Data Warehouse, Business Intelligence platform, Office365, VOIP phone system, software, hardware, peripherals and conference room technology. Although many tasks will be delegated to team members, it is expected that the Manager can handle complex technical troubleshooting for services that are critical to business operations. As such, the Manager is expected to keep their technical skillset current as well the skillsets of team members. The Manager maintains a high degree of readiness to adopt and implement new technology solutions and fosters a culture of continuous improvement with a bias for quality results. Works very closely with the IT Solutions and Security Manager as well as the IT Business Operations Manager to ensure alignment and support of departmental objectives and metrics under the leadership of the IT Director. Supports overall corporate strategic objectives. Scope of responsibilities includes Gorbel, Inc., Ravenwood Golf Club, Inc., Engineered Lifting Systems & Equipment, Inc. These entities have multiple locations in the US and Canada.

Specific Duties:

- Leads IT Infrastructure team including Help Desk (both outsourced and in house resources), Desktop, Database, and Network Systems Administration staff. Provides regular coaching, creates performance goals and completes performance appraisals in alignment with corporate performance management system.
- Leads/supports cross-functional projects as required.
- Partners with the IT Solutions and Security Manager to ensure the security of corporate IT systems and data using best-known methods, tools and security principles.
- Works with all departments to monitor the effectiveness of all IT software, hardware and services.
- Reviews IT vendor support contracts annually to control costs and identify opportunities for service improvements and cost savings.
- Ensures all IT systems are developed and implemented using in accord with IT deployment and testing standards.
- Applies root cause analysis and good problem-solving techniques when issues arise in to ensure permanent resolution.
- Monitors KACE Service Desk queue and adherence to controlled Acute Support request process.
- Maintains technical skills and stays current on emerging technology trends.
- Contributes to the identification and achievement of operational metrics for the IT department.
- Proposes changes to existing IT infrastructure in support of business goals and employee enablement.
- Ensures organization is prepared for changes in major software, hardware and IT services.
- Responsible for proposing and executing IT capital and operating budgets.
- Provides technical direction to team members.
- Assists team with troubleshooting complex technical support requests when necessary.
- Leads periodic Infrastructure team meetings and participates in monthly IT department meetings.

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Job Qualifications:

- Associates degree in an IT related field and 7 years of relevant hands-on technical experience

- Demonstrated success in IT project management
- 3-5 years' experience leading IT function and team members with diverse skillsets
- Windows and Linux server administration
- Network administration
- Office 365 administration (Exchange, SharePoint, OneDrive, Teams)
- Experience with disaster recovery methodologies and tools
- Solid written and verbal communication skills
- Collaborative team player
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Core Competencies to be Successful:
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Work Environment:

ADA Physical/Mental/Workplace Requirements

- Click or tap here to enter text.

To apply for this position, please complete an employment application and send to careers@gorbel.com.