

IT NETWORKS & OPERATIONS MANAGER

JOB CODE: 2453

JOB OBJECTIVE:

As a senior manager within the IT Department, provide direct oversight for all aspects of infrastructure development, maintenance and operations including telecommunications (voice, data, video), database administration, data centers, messaging, and server technology including virtualization. Manage resources within the group including staff and technology to deliver high availability services to the Firm. Ensure business continuity by validating/testing disaster recovery and contingency plans at the Firm's co-located hosting environments. Participate as a member of the IT Department's management group including strategy development, tactical planning, budgeting, and process and procedural review and development.

ESSENTIAL FUNCTIONS:

1. Manage a staff of exempt and non-exempt Information Technology professionals, including periodically contract staff, consultants, and suppliers. Provide leadership and direction on strategic and tactical issues within the department. Provide timely guidance, feedback and coaching to direct staff on a regular basis, including one-on-one meetings, goal reviews, and annual performance reviews. Hire and reward direct staff in accordance with firm's policies and guidelines.
2. Partner with and leverage business and IT resources to implement and maintain systems that support the Firm's business strategies and goals. Promote timely and effective communications at all levels.
3. Deliver assigned projects and tasks on time and within budget. Manage capital and expense budgets within compliance of the firm's policies and guidelines.
4. Develop policies, guidelines, and processes to facilitate the flow of work and information through the group and with internal business customers and clients.

SKILLS REQUIRED:

1. Excellent written and oral communications skills.
2. Excellent leadership skills.
3. Excellent project management skills.
4. Understanding of human resource management principles, practices, and procedures.
5. Strong process orientation including ability to recognize, develop, and implement process flows
6. Strong technical knowledge of network protocols, and standards.
7. Extensive experience with Microsoft Operating Systems and back office applications.
8. Proven experience in IT client infrastructure planning and development.

MINIMUM EDUCATION:

Bachelor's degree in business or information technology required; master's degree preferred.

EXPERIENCE REQUIRED/ADDITIONAL EDUCATION:

Minimum of 8 years of experience in the information technology field, including at least 4 years of managerial experience. Relevant technical certifications desired.

The above job description is meant to describe the general nature and level of work being performed. This is not an exhaustive list of all responsibilities, duties and skills required for the position. Firm management reserves the right to amend and change responsibilities to meet business and organizational needs.