



**JOB DESCRIPTION**

Division/Department	IT Department		
Location	Corporate Office – Topeka, Kansas		
Job Title	Information Technology Manager		
Reports to	Mark McCabe	<i>Title</i>	Director, Managed Services

Travel: Maximum of 10% travel within the State of Kansas	Type of position: Full-time, Salaried Minimal overtime required	Hours <u>40+</u> / week (more as needed) <input checked="" type="checkbox"/> Exempt Nonexempt
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**GENERAL DESCRIPTION**

- Provide experienced, comprehensive and advanced technical expertise to internal and external customers through overall leadership, vision, and management of the IT Department. Responsible for helping to build a strong, successful IT team through continuous development and execution of technical strategies, with effective recruiting and on-going training in the development of a profitable, first class department.
- Help recommend, design and execute IT policies and procedures and initiatives which provides maximum security standards and guidelines to the corporation. Responsible for the integrity of system backups and documentation of a disaster recovery plan. Recommends security plans and policy improvements to Management.
- Provides 3<sup>rd</sup> Tier IT phone, remote go-to-assist and on-site support for customers requesting help with Network and/or other MFP related connectivity needs (print, scan, fax, etc), research fixes, documenting issues, status and resolutions into tracking system. Prioritizes issues and schedules resources as necessary for installations requiring IT assistance.
- Responsible for support, system upgrades and maintenance of Century’s Business Management software (eAutomate), delegating responsibilities as appropriate.
- Responsible for tracking corporate IT hardware and software inventory, recommending and purchasing as needed, Prepare equipment (computers, printers & handheld devises, etc) for issue to users to include configuration and installation of OS/software.
- Provides professional, technical support to Sales Team to assist in pre-sales calls and Scanning Bureau IT storage needs assessments with clients. Makes recommendations to Management on improving IT/Prof Services offerings.
- Performs all other duties and projects as assigned.

**WORK EXPERIENCE REQUIREMENTS**

- Minimum of 5 years work experience with a solid working knowledge and strong technical skills to include network hardware, applications and configurations.
- Hands-on experience in Windows Networks/Domains, Desktop/Server Operating System (Windows 2008/2003 Server, Windows 7/Vista/XP OS), Network security, Network Design and Implementation, Virtualization, Exchange/SQL, Router/Firewalls (SonicWall), Active Directory, etc.
- Exceptional planning, communication and interpersonal skills to include experience in client relations. Demonstrated Project Management experience required. Project+ or PMP certifications helpful.
- Strong proficiency and knowledge with Word, PowerPoint, Excel, Outlook, etc. SharePoint experience also helpful.

**EDUCATION REQUIREMENTS**

- BS in Computer Science or related degree or equivalent work experience required.
- Relevant certifications are preferred, such as: A+, Network+, MCP, MCSE, Security+, CCNA, CCNP, CCVP, CCIE, etc.