

OFFICIAL JOB STANDARDS

Position: Senior Manager, Information Technology and End User Support

Direct Report: SVP Administration

Date: February 2017

The Senior Manager, Information Technology and End User Support (Senior Manager, IT) is responsible for providing senior level and hands-on technical support with the installation, maintenance, upgrade, troubleshooting, removal and repair of personal computer equipment, peripheral equipment, thin clients, computer operating systems, computer software, servers, databases and telephones. This role is also responsible for providing training and mentoring to end users while planning and organizing work activities and tasks, executing work processes, and modifying projects and deployments. The Senior Manager will also assist contracted systems admins and other contracted IT staff in the completion of IT related tasks.

What are the major objectives or outcomes to be accomplished in this job?

- Understand and demonstrate the principles of the Chamber's Mission, Vision and Values.
- Provide first call resolution of technical problems (Tier 1, Tier 2, Tier 3) support to meet the needs of the Georgia Chamber of Commerce and its Affiliates.
- Respond to customers' questions and requests promptly, appropriately and professionally.
- Prioritize workload and effectively communicate with fellow employees and management to collaboratively resolve customer issues.
- Evaluate and recommend technologies that can improve and streamline existing processes
- Provide oversight of management of outsourced server and system administration, managed services providers and technology related projects.
- Participate as an active partner and visionary with Chamber leadership.

What are the most frequent and most essential work activities in this job?

- Provide oversight as well as install and configure and support Servers, PCs, tablets, mobile devices, routers, hubs, switches, printers, and wireless access points.
- Configure and support Windows, Mac OS, iOS, and Samsung/ Android.
- Support and project manage the testing and deployment of operating system and application security patches on workstations, laptops, thin clients and mobile devices.
- Ability to build, modify and test a new image for desktop.
- Centrally administer anti-virus signature and application updates.
- Diagnose, and resolve level one, two, and three technical support for hardware and software.
- Resolve technical issues regarding Windows 7 and Windows 10 operating systems, Accounting Software (QuickBooks, Dynamics GP, Adobe, Adobe Creative Cloud), Office 365/Office 2016 Suite.
- Evaluate and recommend technologies that can improve and streamline existing processes.
- Create, maintain and revise, as necessary, desktop-related processes, procedures, and documentation on software and hardware deployments, account administration, and helpdesk tasks.
- Develop and maintain a comprehensive set of PC (laptop and workstation) images to be used throughout the organization and Chamber Affiliates.
- Develop and maintain scripts and utilize desktop management solutions to create a more efficient environment.
- Deploy, administer and performance tune workstation group policies related to system hardening procedures and policies.
- Develop and maintain all technical documentation regarding basic features and functionality for various software applications.
- Assist with software upgrades and server updates.
- Research and become a subject matter expert on the Chamber's flagship CRM (iMIS) tool. The tool allows management of the Chamber's membership and events database.
- Oversee accuracy and accountability of the database.
- Monitor the performance of the Chamber database; make modifications as necessary.
- Test and confirm modifications to any database before making the changes live.
- Create all necessary stored procedures and scripts to update and validate data.
- Address any urgent or emergency issues pertaining to equipment or users when required.

What people and how many are managed by the person in this job?

- Coordinates work of outsourced server administrators.
- Occasional supervision of IT consultants.
- Provides daily vendor management.

What are the primary people contacts in this job?

- Frequent interaction with GACC Leadership.
- GACC and affiliate supported users.
- Outside vendors.
- IT consultants

What behavioral traits, attitudes and skills are required?

- Strong interpersonal skills with ability to effectively interact with all internal and external customers.
- Positive attitude.
- Strong organizational skills.
- Innovative in identifying and completing tasks.
- Preserve discretion on GACC activities.
- Good presentation and facilitation skills with ability to communicate across a variety of audiences too include technical and nontechnical.
- Able to effectively communicate results of analytical research in both technical and business terms.
- Strong technical skills with a thorough understanding of data center technology and operations.
- In-depth knowledge of Azure, Office365, Exchange, SharePoint, and Virtual Desktop Infrastructure (VDI), Remote Desktop, LAN/WAN technologies and PBX solutions.
- Knowledge of SCMM tools – managing configurations, images, and laptop builds.
- Familiarity with service desk metrics for utilization, capacity, quality and efficiency - Good working knowledge of Core ITIL processes is a plus.
- Must demonstrate a commitment to continuous learning.

What Leadership skills are required?

- Team player with flexibility and dependability; willing to take direction.
- Ability to assign work tasks and track work to completion and effectively train, monitor and coach others on work tasks, processes and tools.
- Solid relationship building skills.
- Patient and calm under pressure.
- Ability to plan and lead technology projects.

What are the prerequisites for employment?

- High School Diploma required, Associate's or Bachelor's degree in computer science or related field strongly preferred.
- Must have three years' experience in a direct support help desk environment.
- Must have recent hands-on experience and be able to work with Active Directory, Office 365 and Exchange environments.
- Demonstrate well-developed organizational, written communication and analytical skills.
- Ability to write detailed technical documentation from basic items for users to highly detailed documentation concerning data transactions.

What are the toughest parts of this job on a day-to-day basis?

- Quickly and efficiently diagnosing and resolving technical issues.
- Anticipating and planning for future technical challenges.
- Balancing the demands of competing priorities between user support requirements, vendor management, systems administration and daily administrative requirements.
- Prioritizing and sequencing projects among all departments.
- Simultaneously dealing with multiple issues and constituents in a responsive and professional manner.

What is the compensation package?

- Salary range \$85,000-\$95,000, adjusted with experience
- Performance-based format for salary increase and incentive available
- Work hours are 8:00 AM to 5:00 PM, one-hour lunch (flex hours available)
- Employer paid on-going continuing education
- Employer paid 401(k) contributions
- Employer assisted major health, dental, vision, life, short and long-term disability insurance programs
- Employer paid time off for vacation and sick leave
- Employer paid parking or public transportation pass.