

# IT Management: Associate Manager, Information Technology

---

Maintains smooth operation of multi-user computer systems, including coordination with network engineers. Duties may include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system-wide software and allocating mass storage space. Interacts with users and evaluates vendor products. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery. Develops and monitors policies and standards for allocation related to the use of computing resources.

## **Management Role**

Accomplishes results through lower-level subordinate supervisors or through experienced exempt employees who exercise significant latitude and independence in their assignments.

## **Policy and Strategy**

Administers and executes policies, processes and procedures that affect subordinate employees and the workflow of the work area.

## **Freedom to Act**

Assignments are task or activity oriented. Work is reviewed for soundness of judgment and overall quality and efficiency.

## **Impact**

Decisions impact work area operations. Erroneous decisions and/or recommendations, or failure to achieve results, might cause delays in schedules and require the allocation of more people and financial resources.

## **Liaison**

Interacts internally primarily with subordinates and other supervisors. External interaction is typically with suppliers, vendors and/or customers. Primary purpose of liaison is information sharing and basic problem resolution.

## **Minimum Education and Experience**

Bachelor's Degree in Information Technology, Business or related field and 7+ years of diverse professional experience in all areas of IT which may include 3+ years of supervisory responsibilities.