

IT Management: Sr. 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

Generally accomplishes results through lower management levels.

Policy and Strategy

Establishes operating policies and procedures that affect departments and subordinate sections and work area. Interprets company-wide policies and procedures. Develops budgets, schedules and performance standards.

Freedom to Act

Assignments are objective-oriented. Work is reviewed in terms of meeting the organization's objectives and timelines.

Impact

Decisions have an extended impact on work processes and outcomes. Erroneous decisions result in critical delays and modifications to projects or operations; cause substantial expenditure of additional time, human resources and funds; and jeopardize future business activity.

Liaison

Interacts frequently with internal and external management and senior-level customer representatives concerning projects, operational decisions, scheduling requirements, and/or contractual clarifications. Leads briefings and technical meetings for internal and external representatives.

Minimum Education and Experience

Bachelor's Degree in Information Technology, Business or related field and 12+ years of diverse professional experience in all areas of IT to include 5-7+ years of managing respective areas.