



## **POSITION DATA**

**JOB TITLE:** Senior Manager of IT Support

**DEPARTMENT:** IT (Information Technology)

**REPORTS TO:** Director of Network Operations & Security

## **POSITION OVERVIEW**

The Senior Manager of IT Support will lead the ongoing technology support operations of the organization's information technology infrastructure. This will include the management, administration, and monitoring of all business systems with the goal of system uptime, reliability, and security in support of business and Memorial Museum operations 365 days of the year. This includes ensuring that there is ample and proper business and operations 7 days a week. The Senior Manager of IT Support will also ensure reliable and efficient user support. The Senior Manager of IT Support assists in the planning and implementation of additions, deletions and major modifications to the IT infrastructure organization-wide while insuring minimal downtime and user impact.

The Senior Manager of IT Support must be able to prioritize the work of the support team to ensure maximum efficiency of the support operations. The Senior Manager of IT Support will be the first line of support for any major technology disruptions that adversely affects the business, and must be a team player to ensure that problems are properly assigned to the proper support personnel even beyond the helpdesk team.

This position requires that the individual have a deep and thorough understanding of wired and wireless networking, mobile device management, server systems, and client/server and web applications. The Senior Manager of IT Support must be able to deal directly with senior management and coordinate with the wider IT team on all policy and procedure implementation, making recommendations as and when necessary. This individual must have experience managing vendor support agreements, and communicating with vendors to ensure full and proper product support. The successful candidate must confront issues openly and quickly.

## **ESSENTIAL FUNCTIONS**

- Ensures the successful operation of the corporate helpdesk including incident management and reporting, adheres to service level agreements (SLAs), and interfacing with management across all levels, setting and fulfilling outstanding customer service expectations, timely communications, root-cause analysis, performance and process improvement and frequent statistical performance monitoring and reporting.

- Manages the corporate communications platforms. This includes email and mobile telecommunications.
- Must be proficient in systems & application use to include (not limited to) Microsoft 365 platform, Microsoft Office, Microsoft Visio, Microsoft Project, Mobile Device Management, Application packaging, Mac OS, iOS, Windows OS, Linux OS. Manage and maintain a positive security posture for software and OS versions across the enterprise, including monthly compliance reporting.
- Supports technology procurement and make recommendations.
- Installs, configures, and manages Windows desktop workstations that include desktop and laptop computers.
- Ensures adherence to IT policies and procedures.
- Supports security initiatives for email and desktop operating systems.
- Troubleshoots networks, systems, and applications to identify and correct malfunctions and other operational difficulties.
- Administers network workstations, utilizing one or more TCP/IP or non-TCP/IP networking protocols.
- Assess the need for any system reconfigurations (related to performance tracking tools and statistical reporting) based on request trends and make recommendations to enhance operational effectiveness.
- Ensures that effective communication and problem management occurs at and between all support tiers. Manage targeted communications in the event of a service outage.
- Assists with the development and implementation of policies/procedures in support of business goals.
- Completes evaluation and testing of hardware and software systems.
- Ensures that solid backup and recovery processes and procedures are adhered to, and backup restore testing procedures are followed.
- Ensures that disaster recovery plans are current, tested continually, and improved when new methodologies are established.
- Maintains current technical skills in support of all company systems.
- Maintains accurate inventory and profiles of all office systems.
- Will be required to work independently on projects and also collaborate as a team player.

### **MISSION EXPECTATIONS**

- Participates in the Annual 5K Fundraiser and September 11 Commemoration, as assigned.
- Assists with and supports all 9/11 Memorial & Museum special projects and events, as assigned.

### **QUALIFICATIONS/SKILLS REQUIREMENT**

- Bachelor's degree in Computer Information Systems, engineering or a related field required.
- Knowledge and experience with mid to large-scale information systems and technologies.
- Technical staff management experience.

- Experience with multiple network and desktop operating systems including Windows, LINUX, and Mac OS.
- Minimum 4 years progressive IT management experience; including managing helpdesk operations.
- Proven ability to communicate technical information both verbally and in writing to technical, non-technical, and senior management staff.
- Strong background and/or understanding of Microsoft server technologies including Microsoft Office 365, Active Directory, SQL Server, Group Policies, Windows Server 2012/2016, IIS, DHCP, WINS.
- Knowledge and experience with Symantec Backup exec, backup and recovery, and disaster recovery best practices.
- Project management and execution experience.
- Experience and knowledge of virtualization platforms.
- Network monitoring and systems management experience.
- Must be experienced in writing detailed processes and procedures.
- Experience with Cisco SSL/IPSEC VPN systems.
- Cisco and Microsoft certifications a plus.

### **HOW TO APPLY**

- Include job title in the email subject field.
- Please indicate the location where job posting was seen.
- Please submit a resume to [911mmitjobs@911memorial.org](mailto:911mmitjobs@911memorial.org)
- Please visit our website at [www.911memorial.org](http://www.911memorial.org).

### **PHYSICAL DEMANDS/WORK ENVIRONMENT**

The physical demands and work environment described in this job description are representative of those that the employee will encounter and are expected to meet to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to see, be mobile, and have the ability for 2-way communication with the public and staff.

The work environments are an indoor, climate-controlled office environment comprised of cubicles, walled-offices and group conference rooms, an indoor, climate-controlled retail environment comprised of displays, artifacts, and inventory stock rooms, an outdoor facility open to the public and surrounded by construction sites, and a museum area currently under construction. The noise levels in the indoor environments are usually low. For the outdoor facility and the museum area, the noise level can be high. There are no protective devices necessary to be worn or utilized in the indoor work environments. The construction sites require safety equipment (provided for) and are often noisy and dirty. Minimal travel is required.

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- This job description is a descriptive list of the responsibilities and qualifications associated with this position and are not intended to be

all inclusive. Employees are expected to also perform other business related duties as assigned by the supervisor or other management.

- The organization reserves the right to change, modify, or reassign job responsibilities, duties and scheduled work hours as per business needs.
- This document is a communication tool and not intended as a written or implied contract of employment.