



The Manager of IT is responsible for the overall administration and management of the network and telecommunications infrastructure of OPTK Networks. This role contributes to the development and execution of the enterprise-wide IT strategy. They also ensure department alignment with the company's business strategy and the delivery of capabilities required to achieve business success. This position will also define and implement IT policies, procedures, and best practices.

### **Responsibilities**

- Ensure high-quality day-to-day IT support for all employees
- Identifies and eliminates security risks and defines standards for disaster recovery, storage, servers, and performance
- Establishes and implements infrastructure and processes for keeping OPTK Networks' technology systems secure
- IT infrastructure strategy, build-out and management: responsible for procurement, installation and life-cycle maintenance of IT hardware and software
- Serves as the IT point of contact and accountable for the IT portion of new office setups, office expansions, etc. This includes relocation and/or installation of voice/data communications solutions, LAN and PC equipment
- Monitors security compliance in accordance with group IT standards, policies and procedures
- Serves as the technical and communications liaison to and from end users for IT communications, initiatives, and needs assessments
- Maintain all current applications
- Develop policies and procedures for operational processes in order to ensure compliance with established standards and regulations
- Responsible for establishing and maintaining vendor and partner relationships, including negotiating contracts

### **Requirements:**

- Bachelor's Degree preferred, Associates Degree required
- Five years of increasingly responsible experience in systems management, two years including supervision
- Experience Monitoring Microsoft Cloud Environments: Azure & Office 365
- Experience with Wireless Network security and administration
- Experience with the Following Applications/Tools Desired:
  - Cisco Meraki or similar
  - Microsoft 365 Administration
  - Familiar with MDM with both Windows, Android and Apple end user device
- High degree of proficiency in verbal and written communications
- High proficiency managing vendor partners
- Must be proficient in the Microsoft Office Suite with the capacity to learn new software
- Must possess strong organizational skills, be able to establish priorities, and meet deadlines
- Must have strong verbal and written communication skills with the ability to mediate conflict, provide coaching and discipline, and develop direct reports
- Experience in setting and controlling IT budgets