



Information Technology Manager Wheeling Park District

Contact Name: Amy Rivas

Contact E-mail: arivas@wheelingparkdistrict.com

Contact Phone: 847-465-3330

Closing Date:

Salary: 76,300 - 95,000 DOE

Description:

JOB TITLE:

Information Technology Manager

SUPERVISOR:

Director of Administrative Services

EDUCATION AND EXPERIENCE:

Graduate of a college or university accredited by the U.S. Department of Education with a Bachelor's Degree in Computer Science, Information Technology; or related field with three (3) or more years' experience, or a minimum of seven (7) years' experience in a public or private sector IT organization. Any equivalent combination of education, experience and training which provides the required knowledge, skills and abilities will be accepted.

QUALIFICATIONS:

Experience in the implementation and management of current and past Microsoft products including Windows Server, Google Workspace, SQL Server and Windows desktop operating systems in an active directory domain environment.

Experience implementing and managing a VMWare virtual server environment, including the use of Virtual Center, DRS and V- Motion.

Experience using Veeam Backup & Replication or similar data backup systems.

Experience managing IT projects and overseeing the work of vendors and contractors.

Experience in implementation and configuration of routers, switches and security appliances.

Experience in implementation and analysis of Internet security and antivirus solutions. Must have knowledge of and the ability to analyze the latest computer security threats.

Knowledge of wireless networking technologies and security issues. Knowledge of and ability to analyze Internet Protocol suite.

Experience implementing and managing telephone and network wiring systems.

Experience managing Avaya telephone systems for a small to medium sized organization. Experience managing Avaya IP Office systems is desired.

Experience implementing and managing authentication technologies including Active Directory, RADIUS, LDAP, and 802.1X.

Experience with recreation management, golf course / club management and small to medium-sized business financial systems is desired.

Knowledge of analog electronic principals, analog and digital audio and video systems.

Experience deploying and managing carrier-provided telecommunications and cable TV services.

Expert level understanding of telecommunications and cable TV systems is desired.

Ability to configure, maintain and troubleshoot server hardware and software components, workstations, printers, network components, cabling and Internet connectivity.

Ability to accurately forecast and manage an annual budget. Must be able to formulate a comprehensive information technology plan in line with and based on the organization's goals and mission.

Excellent customer service and personal interaction skills required.

Excellent written and oral communication skills are required to communicate with individuals at all levels within the organization.

Must have a valid Illinois driver's license.

Must be able to read, write and speak in English.

DUTIES AND RESPONSIBILITIES ESSENTIAL FUNCTIONS:

Oversee the day-to-day computer needs including adding, changing and deleting of user accounts, support, configuration and repair of all PCs, installation and upgrade of computer software and address any PC or network hardware issues.

Implement, manage and maintain all network servers and IT infrastructure hardware, software and services.

Maintain network and telephone wiring systems in all District facilities.

Perform "Help Desk" duties by responding to, assessing and prioritizing user requests in a timely and courteous manner.

Work with management to choose and direct the implementation and use of computer and other technologies that help the organization better serve its guests and more efficiently meet its strategic goals.

Also responsible for developing Agency technology standards.

Develop and keep current a technology plan including a strategic IT plan. Maintain knowledge of current IT technologies and trends.

Creation and delivery to management an annual IT department status report including an analysis of the past year's activities in light of previously set goals and a project prospectus for the coming 12 months.

Vendor relationship management.

Analyze business requirements and goals to develop and recommend appropriate technology solutions and direction.

Report regularly to upper management on department activities and project status.

Work with HR, management and support staff to develop and maintain acceptable information technology use and security policies.

Develop and present to management an annual budget forecast.

Manage and direct IT department annual budget.

Develop and maintain system data backup and disaster recovery plan.

Coordinate and manage telecommunication technologies including phone and voicemail systems.

Manage purchase of all IT related hardware, software and services.

Timely communication of all software enhancements and system status and changes to end users.

Implement methods of computer, software and network management and support that create efficiencies and reduce the total cost of ownership of IT to the organization.

Management of all IT related projects.

Develop and implement tools and tactics to monitor system health and usage and report to upper management.

Provide response to network, server and system outages and technology related emergencies during non-business hours on a best effort basis.

Employee must have the ability to hire, train, supervise and evaluate staff.

Supports and exhibits the established organizational values of respect, communication, integrity, innovation, recognition and appreciation, continuous learning, fun, empowerment and people.

Must support and demonstrate organizational values and quality standards of the Wheeling Park District.

Perform the job safely and in compliance with Park District policies, procedures, work and safety rules.

Perform all other duties as assigned.

COMPENSATION:

Salary: 76,300 - 95,000 DOE

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements and efforts of working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job when circumstances change; e.g., emergencies, rush jobs, changes in personnel, workload, technological development, etc.

In exchange for your time and talent, we offer a generous benefits package including: Medical Insurance: Blue Cross Blue Shield HMO/PPO, Dental Insurance, Vision Insurance, Life Insurance, Pension/Benefit Plan (IMRF), and more.