



## Information Technology (IT) Manager

**Reports To** Vice President, Finance  
**FLSA** Exempt - Full Time  
**City/State** Little Rock, AR

**Description** **GENERAL DESCRIPTION OF POSITION**

IT Manager is responsible for planning, implementing and managing complex systems and solutions via hardware and software technologies. Responsible and accountable for the smooth operation and continual maintenance of the complete IT infrastructure and connectivity between two offices and remote users. IT Manager will analyze our current systems and assets, recommend and implement solutions and upgrades, and provide training and help desk support.

The primary objectives are:

- Maintain essential IT operations, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, and hardware
- Handle business-critical IT tasks and systems administration
- Research and evaluate emerging technologies, hardware, and software
- Provide technical assistance and support to staff for incoming queries and issues related to computer systems, hardware, or software issues.
- Track and maintain hardware and software inventory

**Requirements** **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Manages information technology, network and connectivity, computer systems and WAN infrastructure
- Analyze department needs, identify vulnerabilities, and boost productivity, efficiency and accuracy to inform business decisions
- Ensure network components meet needs and work together seamlessly, using the full range of capabilities, and stay informed about new features and competitive solutions
- Continuously analyze current process, technologies, and vendors to identify areas of improvement and work with key stakeholders across the company to develop solutions for IT needs
- Prepare cost benefits analysis reports when upgrades are necessary, continuously analyzing vendors to ensure they offer the best possible service and value for company needs
- Ensures cost effectiveness and control spending within defined budgets
- Ensures security of data, network access and backup systems
- Develop and execute disaster procedures
- Train employees on both software and hardware, troubleshoot, and provide technical support as needed



- Designs, develops, implements and coordinates systems, policies and procedures
- Design training programs and workshops for staff
- Routinely audits systems and assesses their outcomes
- While performing the duties of this job, employees are regularly required to sit, walk and stand, talk or hear, both in person and by telephone, use hands repetitively to handle or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds

### **SKILLS AND QUALIFICATIONS**

- Bachelor's degree in technology or computer science
- Minimum of 3 years' experience in IT management
- Excellent working knowledge of computer systems, security, recovery procedures, network and systems administration, databases and data storage systems, and phone systems
- Expertise in data management and data governance
- Hands-on experience with computer networks, network administration, network installation/implementation, digital voice communications, and cloud technologies
- Working knowledge of databases and data structure
- Strong critical thinking and decision-making skills
- Excellent project management skills and strong ability to prioritize
- Firm grasp on IT infrastructure and operations best practices
- Ability to work well with personnel and train as needed
- Ability to interface with vendors and coordinate between company and vendors
- Enthusiastic approach, self-reliant and the ability to work successfully with minimal supervision are critical to success
- Exceptional time and project management ability and highly detail-oriented
- Ability to work in a small, fast-paced office environment and constantly striving toward service improvement and standards of excellence.
- Responds positively to changing business needs and responsibilities. Adapts approach and methods to achieve results.

### **TECHNICAL SKILLS**

- MCSE (Microsoft Certified Systems Engineer) certification a plus
- MCSA: Office 365 (Microsoft Certified Solutions Associate) preferred
- CCNA (Cisco Certified Network Associate) certification a plus



#### **EXPECTED TRAVEL**

10%

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#### **EQUAL EMPLOYMENT OPPORTUNITY**

CGi is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit and business need.