



Job Description

Job Title: Information Technology Manager

Reports To: Director of Finance

Department: Information Technology

Supervises: No direct reports

FLSA Status Full-Time Salaried; Exempt

POSITION SUMMARY: This position is responsible for monitoring and maintaining essential IT operations including operating systems, security tools, applications, servers, email systems, phone systems, laptops, desktops, software and hardware. Responsible for systems administration along with tracking and maintaining all hardware and software inventory. Position will be further be responsible for working with clients and event managers to provide all event related IT needs.

ESSENTIAL FUNCTIONS: *This position description is not intended to be an exhaustive list of all duties, knowledge or abilities associated with this classification, but are intended to accurately reflect the primary job elements.*

DUTIES AND RESPONSIBILITIES:

1. Analyzes department needs and assist in assuring productivity is maximized with proper equipment and software.
2. Ensures network components meet the facility and event needs and will work seamlessly with all needed features and solutions.
3. Monitor and provide for security of our network to guard against cyber threats.
4. Develops and maintains disaster procedures and maintain data backups.
5. Makes recommendations to the Senior MMG Leadership Team for suggested improvements, provider changes and any expansions for the facility's technology

systems. Prepares cost benefit analysis as needed when upgrades are necessary to assure we receive the best service at lowest possible cost.

6. Evaluate and recommend applications both computer and mobile platforms for possible implementation.
7. Maintains inventory of all telecommunications, computer equipment and software and reports inventory status to Director of Finance when changes occur.
8. Prepares yearly operational technology budget and capital budgets for facility.
9. Provides frequent information, tips, shortcut to employees on various software usage email malware etc.
10. Observe and report facility repairs and maintenance, as necessary.
11. Maintain safe, secure, and sanitary working conditions and leave work area in a clean and orderly fashion.
12. Abides by all MMG policies in the Human Resources Policies and Procedures Manual.
13. Manage relationships with contractors and service providers.
14. Implement facility rules, regulations, policies, and procedures.
15. Anticipate problems and appropriate solutions. Investigates, analyzes, and resolves operational problems and complaints.
16. Provide clear, concise, and timely communication of directives to other departments.
17. Responds appropriately to emergencies or urgent issues
18. Serves as Manager on Duty as required.



19. Performs other duties as assigned or directed.

EVENT DUTIES AND RESPONSIBILITIES:

1. Coordinates work with entire team but in particular works with Event Managers related to event specific technology needs. Further interfaces effectively with users, providers, and exhibitors and solves problem, as necessary.
2. Provides telecommunications and data connections as necessary for internal and event specific customers.
3. Tracks worktime and cost associated with event preparation, event execution, and event conclusion.

1. QUALIFICATIONS:

Education:

- Graduation from an accredited college or university with a Bachelor's degree in Information Technology, Computer Science, Information Systems, or related area.

Experience:

- Five (5) years of experience in IT operations.
- Combined equivalent/education and experience

Licenses or Certificates:

SUPERVISORY RESPONSIBILITIES:

N/A

KNOWLEDGE, SKILLS & ABILITIES:

- Proven working experience as an IT Manager or similar relevant experience.
- Expertise and hands-on experience with computer networks, network administration and network installation



- Work independently, exercising judgment and initiative with minimal supervision.
- Maintain an effective working relationship with employees, clients, guests and others encountered through the course of employment.
- Work effectively under pressure and/or stringent schedule and produce accurate results in a fast-paced environment.
- Organize and prioritize work to meet deadlines. Remain flexible and adjust to situations as they occur.
- Follow oral and written instructions and communicate effectively with others in both oral and written form.
- Excellent working knowledge of computer systems, security, network and systems administration, databases and data storage systems, and phone systems
- 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
- Operate standard office equipment and personal computer(s) using Microsoft Office

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:

Requires ability to work flexible hours, including nights, weekends and holidays, in addition to normal business hours.

Physical Demands: Requires sedentary work involving standing or walking for extended periods especially during events, exerting up to 50 pounds of force on a regular basis; and some dexterity in operating office equipment; must be able to use hands and fingers for sign language.

Unavoidable Hazards: The position is exposed to some unusual environmental hazards.

Sensory (ADA) Requirements: The position requires normal visual acuity and field of vision, hearing and speaking abilities.

MMG is an Equal Opportunity/ Affirmative Action Employer, we will consider applicants for all positions without regard to race, color, religion, national origin or ancestry, sex, age (40+), disability, veteran status, or any other legally protected status under local, state, or federal law.