POSITION: I.T. Operations Manager  
DEPARTMENT: Information Technology  
DATE POSTED: 7/17/2015; Rev. 11/10/2015

Primary Purpose:
Works closely with the Director of I.T. to provide hands-on technology support for all aspects of the network and server infrastructure. Candidate will assist with the management of the technology support center.

Essential Duties and Responsibilities:
- Provide support for Network and Windows servers, including implementation, administration, maintenance, backup and troubleshooting
- Perform maintenance, setup, operation, troubleshooting, and support for a variety of network hardware and software
- Demonstrates innovation by making suggestions, and offering input on ways to improve processes and increase productivity
- Configure and install server hardware and software; troubleshoot connectivity to the network as required
- Create and maintain Active Directory accounts, user mailboxes, distribution groups and shared network folders as required
- Must be accessible and meet deadlines in completing work/projects as assigned.
- Must be able to manage multiple problems or projects at once as well as delegate work as needed.
- Assesses and recommends the improvement or re-engineering of I.T. services and technologies to the Director of I.T.
- Assists in managing subordinate staff.
- Provide first, second and third level support for Helpdesk if necessary and oversee its operation as required
- Complete work and project requests in a timely and accurate fashion and provide regular updates to the Director of I.T.
- May work in the field or at the Tampa campus as required
- Other duties as assigned

Qualifications:
Formal education in Microsoft server Operating System support and/or 4-6 years related experience. Must have two years’ experience as a network manager and two years’ experience as a helpdesk manager plus a strong customer service focus and a genuine desire to assist. Ability to solve problems collaboratively and remotely. Microsoft Server Operating Systems installation and support required. Microsoft certification preferred. Server hardware and software troubleshooting experience required. Strong familiarity with Cisco and HP Network equipment both wired and wireless. Must be familiar with Microsoft Exchange, Office365 experience a plus. Ability to work as a team-player in a fast paced environment. Excellent problem-solving and customer service skills. Should possess strong communication skills. Flexibility, multi-tasking, judgment, interpersonal skills and follow-through are required. Must be available to work nights & weekends as required.

Computer Skills:
- Strong familiarity with the following key technologies;
  - Server: Hardware configuration, RAID configuration and iSCSI setup.
  - Network: Troubleshooting, wiring, wireless deployments, ACL, QoS, VLAN, snmp and routing technologies in an HP/Cisco environment. Must also have experience with Cisco Firewalls.
  - Workstation: Must have good experience with both Windows and MAC PCs, mobile devices from multiple operating systems and proven experience in Microsoft Office Suite.

Resumes and/or applications and salary requirements should be sent to Human Resources Office at 1401 61st Street S, Gulfport, FL 33707 or email to hr@law.stetson.edu

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