

JOB TITLE: IT Manager

REPORTS TO: Chief Financial Officer & Vice President of Sales & Technology

LOCATION: New Bedford, Ma & Wareham, MA

FLSA Status: Exempt

JOB DESCRIPTION

SUMMARY: Directs, coordinates and manages computing and information technology strategic plans, policies, programs and schedules for business/financial processing, computer services, network communications, telephony, and management information services to accomplish corporate goals and objectives by performing the following duties:

DUTIES AND RESPONSIBILITIES:

- Promotes and fully upholds the ideal objective to take care of our customers and fellow employees under all circumstances possible.
- Consults with management to analyze computer system capability for information, data, and functional operations, to determine scope and priorities of projects and to discuss system capacity/equipment acquisitions.
- Directs and manages computing and information technology strategic plans, policies, and programs.
- Directs information and data integrity.
- Prepares department budget and monitors expenditure of budgeted funds.
- Develops strategic plans and implements technology to ensure computer capabilities can meet the company's growth and objectives.
- Develops and establishes policies and procedures for technology.
- Evaluates technology and recommends enhancements.
- Performs risk assessment on Information Technology, vendors and other organizational functions.
- Ensures security of information systems, communication and equipment.
- Performs maintenance and upgrades on all workstations, servers and software.
- Provides technology for all departments so goals can be easily achieved.
- Manages backup, storage, and retrieval functions. Manages firewalls.
- Develops, maintains, and tests disaster recovery plans.
- Negotiates and contracts with consultants, technical personnel, and vendors.
- Recommends, develops, plans, and purchases hardware and software.
- Directs staff in supporting technology issues and needs.
- Supports video advertising, website design, video conferencing, telephony, imaging, communications (internal and external), hardware, and application software.
- Designs and implements network topologies for IT related construction.
- Programs website changes and development.
- Performs other related duties as assigned by management.

SUPERVISORY RESPONSIBILITIES:

- Directly supervises employees within the IT department(s).
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS:

- Master's and/or Bachelor's degree (B.A.) from four-year college or university; or five to ten years related experience and/or training; or equivalent combination of education and experience.
- Ability to maximize resources to accomplish key metrics
- Demonstrated ability to understand key financial, clinical, and operational drivers affecting business
- Willingness and desire to create a team learning environment and to foster a positive, fulfilling work environment
- Willingness to assist teammates to achieve departmental goals
- Supervisory experience or demonstrated willingness, desire, and ability to supervise with aptitude for coaching, mentoring, training, and developing teammate performance
- Strong written, verbal, and interpersonal communications skills including ability to listen attentively and to communicate information clearly and effectively