

INFORMATION TECHNOLOGY MANAGER

JOB SUMMARY

The Information Technology Manager is responsible for implementing all computing technology associated with Information Technology for the University. The IT Manager will ensure that the department provides maintenance and support for servers, desktops, laptop computers, and provide end-user support for hardware and software problems. The IT Manager will also be responsible for installing, maintaining, repairing, administering, and troubleshooting equipment and software necessary for operation of the Local Area Network.

The IT Manager will supervise the IT Senior Technician and the IT Technician 1 positions and will occasionally perform duties of the Information Technology Director in the Director's absence.

JOB RESPONSIBILITIES:

- Develop, design, analyze, configure, and maintain the campus network infrastructure – wired and wireless
- Manage network infrastructure (firewalls, switches, wireless LAN controllers, etc.) using best industry practices for performance, high availability, security, and compliance
- Troubleshoot networks, systems, and applications
- Administer Windows Server 2012/2016 servers, VMs, and Windows 10 desktop environment
- Manage Active Directory to meet business requirements
- Manage Microsoft Azure and Office 365
- Manage Windows/Mac OS device imaging
- Manage systems backup and recovery
- Resolve end user hardware and software issues
- Manage University VOIP Phone System
- Oversee Innovation Hub Hardware and Software
- Provide end user training where necessary
- Other duties as assigned

SKILLS AND ABILITIES:

- Proven hands-on Network Managerial experience
- Comprehensive knowledge of networking concepts and physical design
- Project management skills
- Experience managing Virtual Machines
- Experience managing Windows/Mac computer labs
- Experience in business continuity planning
- Excellent problem solving, and critical thinking skills
- Excellent oral and written communication skills
- Ability to work with wide array of constituents
- Ability to work with minimal direction
- Ability to prioritize and multitask to meet deadlines
- Ability to work under pressure

QUALIFICATIONS

Required: Minimum of 5 years of direct job-related experience
BS Degree in Network Administration, Information Technology, or related field.

Preferred: Master's degree in Information Technology or related field
Experience working with major networking vendors such as Cisco, Palo Alto, SonicWALL, etc.
Certifications from major networking vendors such as Cisco's CCNP.

ABOUT UNIVERSITY OF THE OZARKS

Ranked in the Top 10 of Southern region comprehensive baccalaureate institutions by U. S. News & World Report, University of the Ozarks is a Presbyterian-related institution that blends the liberal arts and professional preparation in a student-centered environment emphasizing quality teaching and student learning. The University serves approximately 800 undergraduate students on a beautiful campus in Clarksville, Arkansas, located along Interstate-40 approximately 90 miles northwest of Little Rock, and nestled between the Arkansas River and the Ozark Mountains. The University serves students from diverse religious, cultural, educational and economic backgrounds and welcomes students from throughout the U.S. and from more than 20 countries around the world. Knowing that diversity contributes to academic excellence and rich and rewarding communities, Ozarks is committed to recruiting and retaining a diverse faculty, staff and student body. The University is especially interested in applicants with diverse backgrounds and experiences and those with a successful record of teaching and working with diverse students, including historically underrepresented minority students and other underserved populations. Recent campaigns have enhanced facilities, academic programs and other campus initiatives. For more information about University of the Ozarks, visit www.ozarks.edu.

APPLICATION PROCEDURES

Review of applications will begin immediately and will continue until the search is completed. Please send a letter of application; resume, and three current letters of reference to: humanresources@ozarks.edu