



IT MANAGER

The 40 hour per week position of IT Manager is available immediately. This position reports to the CFO.

Position Summary:

The IT Manager is responsible and accountable for the proper operation of all information technology and related equipment and software at the Museums. He/she Manager ensures all Museum systems, policies, and procedures are properly implemented and observed, paying particular attention to the IT procedures.

Essential functions of the position include but are not limited to the following:

Software Systems

- Installs approved appropriate software with the relevant security rights to staff
- Maintains software for optimal efficiency in use, including backup and installation of updates, as per procedures and schedules.
- Supports and trains end-users in the effective use of the software including appropriate training.
- Ensures data is entered correctly; updating users on relevant changes in the system.
- Monitors the systems to ensure they are running smoothly and efficiently

Hardware and Software Support

- Sets up and maintains all IT equipment and software as per procedures including the LAN and all computers/laptops
- Maintains an accurate inventory of the IT equipment, and conducts regular audits
- Provides training and support to users; responds and addresses IT related issues in a timely manner
- Completes periodic checks on the system usage to ensure smooth and efficient operation
- Manages the phone VOIP system Server and IP phones
- Maintains certain exhibits and helps troubleshoot computer related exhibits in all of the Museums

Security and Data Backup

Ensures:

- Security protocols and procedures are strictly implemented and the security of the network, the network applications and the data are protected
- Backup procedures are strictly implemented and the integrity of the backup are regularly checked
- Conducts periodic checks of the integrity of network security and data

Network

- Maintains PC LAN connections and WAN connectivity to the internet for effective operations
- Checks to confirm that all network and related equipment is operational and optimally configured;
- Conducts system audits on a regular basis to ensure integrity of domain security.

Administrative Issues

- Provides advice on IT and related issues to staff as needed
- Assists in the development of the IT budget
- Determines the IT needs with the appropriate assistance of CFO
- Tracks usage and life of IT equipment, software and consumables to determine current and future requirements

Internal Reporting and Compliance

- Implements protocols, practices, and procedures in an efficient and timely manner
- Ensures the proper implementation of, and compliance with, SMC systems, policies and procedures
- Completes and submits required reports in a timely and accurate manner
- Recommends and assists with the development of policies and procedures to ensure the efficient and safe operation of the Museums
- Meets expectations of regular, reliable attendance

Staff Support

- Set up new employees with email, company software accounts, and computer
- Train new employees on Springfield Museums computer systems
- Monitor phone directory to ensure up to date contact information
- Provide assistance with equipment set-up

Additional duties and tasks as deemed necessary and appropriate by supervisor

Qualifications

- A Bachelor's degree in Computer Science or Computer Engineering, preferred (may be required if necessary to comply with local regulations)
- Five years related experience
- Excellent written and verbal communication skills
- Must be responsible, self-motivated, self-starter, personable and well-organized
- Ability to manage multiple tasks simultaneously
- Strong interpersonal skills; ability to work with diverse groups
- Must be able to use lift heavy objects weighing up to 50 pounds

An Affirmative Action and Equal Opportunity Employer, The Springfield Museums is committed to developing and sustaining a diverse staff to further the organization's mission. Women and candidates from historically underrepresented groups are especially encouraged to apply. Please submit your application by September 12, 2020 to: lchiarillo@springfieldmuseums.org.