SENIOR SYSTEMS MANAGER

SUMMARY:
The Senior Systems Manager will lead the IT Systems team in initiatives including technology design and implementation, service level compliance, and advanced operational support of three convention center environments. This role requires strong, demonstrable experience configuring and troubleshooting hardware and software systems and components from leading vendors and troubleshooting using commercial grade products. This leadership role requires a technical visionary with sharp skills in the following technologies: relational databases, storage, virtualization, IaaS/SaaS cloud technologies, data backup, virus protection, messaging, mobile device management, and Active Directory.

ESSENTIAL DUTIES & RESPONSIBILITIES: The Authority's Director of Technical Operations may designate various other activities. *The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time for any reason.*

- Manage and oversee the day-to-day work of the IT Systems team.
- Ensure the integrity and security of enterprise data on host computers, servers, multiple databases, and during data transfer in accordance to business needs and industry best-practices regarding privacy, security, and regulatory compliance
- Lead the creation and evolution of an annual and 2-3 year strategic plan covering technology, infrastructure, and processes
- Lead the strategic engagement, planning and implementation of IaaS/SaaS cloud technologies to optimize datacenter operations
- Lead the creation and adoption of a security operations practice, complete with vulnerability management, penetration testing, disaster recovery planning, and patch management
- Lead the creation and evolution of an maintenance plan covering firmware, operating system, and application updating and patching, data backup, and power cycling
- Technical lead for all System outage and restoration to include notification, post action items & Post Mortems.
- Continuous assessment, testing, and documentation of monitoring and logging systems.
- Provide guidance, mentoring, and oversight to junior members of the team.
- Perform periodic performance reporting to support capacity planning
- Responsible for quality assurance review and the evaluation of new and existing hardware/software products.
- Directly responsible for projects or sub-projects; may lead projects including developing project plans, assigning tasks and facilitating team process.
- Create and deploy backup and disaster recovery plans for all servers in production at the Authority.

- Coordinate implementation plans, time-schedules, deployment activities, and overall product roll-outs with IT,
  Business, and/or vendor project leads.
- Other duties may be assigned

SUPERVISORY RESPONSIBILITIES: Directly supervises Systems Administrator and Senior Systems Administrator and carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees, and planning, assigning, and directing work.

SUPERVISION RECEIVED: Supervision is provided by the Director of Technical Operations and includes assignment of duties, inspection of work, training, coaching, and performance evaluations.

KNOWLEDGE, SKILL, AND ABILITIES REQUIRED: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION/ EXPERIENCE: Bachelor Degree in Computer Science preferred or equivalent relevant work experience and/or hardware/software certification(s). Five (5) to seven (7) years of experience in a technical role with increasing responsibility.
- Must have an understanding of Microsoft applications and infrastructure services.
- Must have an understanding of VMware applications and infrastructure services.
- Must understand how to leverage cloud and automation technologies.
- Ability to adapt security strategy and technologies to address organizational needs.
- Ability to communicate effectively with staff and clients.
- Strong documentation/reporting skills.
- Senior level analytical/troubleshooting and organizational skills.
- Capable of resolving critical software and hardware issues in a time sensitive manner, cognizant of requisite service levels.
- Must be fluent with Windows networking.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK SCHEDULE: The work schedule for this position typically is a 40 hour work week consisting of five (5) eight (8) hour days, Monday through Friday, however; the hours and days may fluctuate based upon the needs of a particular event or project, which would require the ability to work a flexible schedule including late nights, early mornings, long days, weekends and holidays.

DRESS CODE: In order to project a professional image and the level of dignity and decorum that is required when serving the public, good grooming are expected of all employees.

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