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## JOB POSTING

Title: Technology Manager  
Department: Finance & Operations  
Reports To: Vice President of Finance and Operations  
Pay Rate/Hours/  
Benefits: Competitive Salary DOE, 40 hours/wk., outstanding benefits including downtown paid parking.

The Technology Manager oversees and optimizes our digital infrastructure across both Mac and Windows operating systems and is responsible for managing data structure across Microsoft OneDrive, SharePoint, Teams, and Apple iCloud. Additionally, the Information Technology Manager plays a crucial role in maintaining and enhancing our Microsoft 365 environment.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

### **Data Management**

- Oversee data storage, organization, and access control in Microsoft OneDrive, SharePoint, and iCloud.
- Collaborate with teams to ensure efficient document management practices.
- Implement robust permission management for secure file sharing.

### **User Management**

- Oversee installation, configuration and maintenance of hardware, software, and network systems for 35 to 40 users in both Mac and PC environments.
- Troubleshoot, diagnose, and resolve issues related to hardware and software.
- Provide end user training, as necessary.
- Create and maintain policies, standards, and procedures.
- Manage software licensing and versions for all users.
- Manage Communications Systems (Outlook/Teams/Phone).

### **Digital Workplace Management:**

- Design, implement and improve the digital workplace strategy that supports the organization's business transformation within Microsoft 365 and Co-Pilot.

- Align with the department leaders and understand their goals and strategic initiatives.
- Stay on top of the latest digital workplace technology developments and trends.
- Drive employee adoption and engagement of the digital workplace tools and solutions.
- Measure and report on the business outcomes and ROI of the digital workplace investments.
- Manage and optimize our Microsoft Teams environment.

### **Vendor Management**

- Coordinate with external vendors and service providers to procure necessary IT (Information Technology) resources, negotiate contracts, and ensure the delivery of quality services and products.

### **System Security**

- Institute and enforce best practices for safety of users.
- Manage cyber-security for entire organization.
- Oversee compliance with standards such as payment card industry (PCI) compliance, GDPR and others.

### **Other Items**

- Demonstrates professional and ethical conduct at all times in accordance with Company policy.
- Contributes to a positive workplace environment by demonstrating superior customer service skills in dealing with internal and external customers, speaking positively when referring to Visit Albuquerque, and acting and speaking in a courteous and professional manner at all times.

## **QUALIFICATIONS**

### **Education/Experience**

- Bachelor's degree in computer science or related field, with related coursework in local area network administration
- Minimum five (5) years' experience (5+ years) with Information Technology management.

### **Required/Acquired Skills, Knowledge and Competencies**

- Strong knowledge of Windows operating systems (e.g., Microsoft Exchange, Active Directory), and systems performance monitoring.
- Strong knowledge of Mac operating systems.
- Strong knowledge of Microsoft 365 apps (Word, Excel, PowerPoint, Outlook).
- Strong knowledge of Adobe Creative Cloud apps (Adobe Illustrator, Photoshop, Premiere Pro, InDesign, Acrobat).
- Ability to stay current on knowledge of IT industry trends, best practices, and technologies.
- Demonstrated aptitude for learning innovative technologies.
- Ability to communicate technical concepts to technical and non-technical audiences.
- Strong analytical and problem-solving skills.
- Demonstrated ability to effectively solve critical problems in a timely manner.
- Ability to manage multiple concurrent projects.

- Experience in researching, selecting, and managing solutions and changes to network infrastructure.
- Experience in developing and managing I.T. budgets.
- Experience in working with outside vendors and consultants as needed for information and assistance in hardware/software purchases, problem solving, network design and other projects.
- Effective communication skills and ability to collaborate across teams.
- Relevant certifications such as CompTIA and MCSE are a plus.

## **PHYSICAL DEMANDS**

- Reasonable accommodation may be provided to enable qualified individuals with disabilities to perform the job's essential functions.
- Primarily a desk job requiring extended periods of sitting and manipulating a keyboard. While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to stand and walk. The employee is occasionally required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 40 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and ability to adjust focus.
- Must be able to read a computer screen and other written material.

## **APPLICATION QUESTION(S):**

- How many years of experience do you have as a Technology Manager?
- What relevant certifications do you currently possess?
- What is your required salary range?

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