



**JOB TITLE:** IT Manager

**SALARY RANGE:** \$60,000.00 - \$65,00.00

**OPENING DATE:** September 30, 2024

**CLOSING DATE:** October 11, 2024

**WORK HOURS:** Monday – Friday 8:00 AM – 5:00 PM

**JOB SUMMARY:**

The IT Manager is responsible for the end-user support of the organization’s hardware and software technology resources. These responsibilities will be performed in a timely, reliable and professional manner, ensuring a high level of customer satisfaction. This position will assist the Director of IT on a broad range of client hardware and software products including our technology investments for our hybrid environments.

**ESSENTIAL JOB FUNCTIONS:** Under the supervision of the IT Director, the IT Manager will:

- **Technical Support and Troubleshooting:** Provide first level technical support to all internal and external users of the organization. Provide technological support for hardware assets, peripherals, software systems, phone systems, printers, audio/visual equipment, and network equipment.
- Proactively monitor systems, to evaluate and optimize performance. Respond to system alerts and provide remediation steps.
- Perform installations, upgrades, repairs and maintenance tasks on the following technology resources, laptops, desktops, tablets computer peripherals, multifunctional printers, VoIP phones, A/V equipment.
- Works along with MSPs for technical experts to resolve higher level customer problems.
- **Documentation and Reporting:** Document problem status and resolution. Escalate issues to IT Director when necessary.
- Assist in creating and updating IT Policies and procedures.
- **User Training:** Assist with maintaining and enforcing the organization’s Information Technology Security Program and educate staff, as necessary.
- Perform onboarding and offboarding tasks while maintaining user access to technology resources.
- **Inventory and Asset Management:** Track and manage IT Assets, including hardware and software inventory.
- Maintain records of IT assets and ensure proper disposal of obsolete equipment.
- **Technical Support for Meetings:** Provide support for setup and ensure that all technical resources are available for video conferencing meetings.

**JOB REQUIREMENTS:**

- Two-year degree from an academic institution and minimum one year of related experience  
OR
- Minimum of three years’ work experience
- Valid Class 'C' Texas Driver's License

## **PREFERRED QUALIFICATIONS:**

- Prior Experience in information Technology Support
- CompTIA A+, Network + or Security +

## **APPLICANT INFORMATION:**

- If selected for this position, official transcripts, diplomas, certifications and licenses must be submitted at the time of processing. Unofficial transcripts and copies of other relevant documents may be attached to the application for consideration in advance.
- Please be advised that if selected for this position, information regarding employment history as it relates to the qualifications of this position will be needed for employment verification. Applicants claiming military service to meet the experience requirement for this position may attach a DD214 to the application.
- Applicants selected for employment with Visit San Antonio in this position must receive satisfactory results from pre-employment drug testing and background checks. If required for the position, a physical, motor vehicle record evaluation, and additional background checks may be conducted.

## **KNOWLEDGE SKILLS AND ABILITIES:**

- Knowledge of PC technology, computer operating systems, network printer configuration and mobile device configuration in Windows and Macintosh Operations Systems
- Knowledge of VoIP technology and troubleshooting
- Excellent problem-solving skills
- Ability to multi-task and easily change focus to a different task.
- Ability to professionally handle stressful situations.
- Strong customer service values.
- Ability to establish and maintain effective working relationships with staff and our managed service providers.

## **PHYSICAL REQUIREMENTS:**

Physical requirements include visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate computer keyboard. Subject to sitting, standing, lifting and walking to perform the essential functions. Working conditions are primarily inside an office environment.

This position is a full-time position, subject to local travel and/or evening and weekend hours on an as needed basis. Visit San Antonio offers a competitive benefits package including paid holidays and annual leave, health & wellness plan options, and retirement plan options. Visit San Antonio is an equal opportunity employer. Applications from men, women, individuals with disabilities, veterans, and people of diverse cultural backgrounds are encouraged to apply.

**To apply for this position, please send your application, resume and cover letter to [jobs@visitsanantonio.com](mailto:jobs@visitsanantonio.com)**

The job is posted here: [VSA Job Site](#)