



**access health CT**  
**Job Description**

**Job Title:** IT Infrastructure Manager  
**Reports to:** Director of IT  
**Department:** Information Technology (IT)

**FLSA Status:** Exempt  
**Grade:** 16

### **Position Summary**

The IT System Network Manager is responsible for overseeing effective provisioning, installation, configuration, operation, maintenance of systems, hardware and software as related to Access Health CT's IT infrastructure, inclusive of Web and Cloud-based technologies. S/he participates in technical research and development to enable continuing improvement within the technology infrastructure. S/he also ensures that system hardware, operating systems, software systems, and related procedures within the Access Health CT (AHCT) organization, adhere to organizational best practices and organizational values.

The IT System Network Manager will assist project teams with technical issues in the Initiation and Planning phases of our standard Project Management Methodology. These activities include the definition of needs, benefits, and technical strategy and architecture; research & development within the project life-cycle; technical analysis and design; and support of all AHCT's IT operations and systems. Participation on projects is focused on smoothing the transition of projects from development to production.

In addition, s/he will be a primary point of contact for all shared technologies and services that impact AHCT. The IT System Network Manager reports to the Director of IT and has supervisory responsibilities.

### **Essential Duties & Responsibilities**

- Accountable for overseeing the architecture, development, deployment, management and maintenance of the following:
  - Linux server and database technologies located at AHCT (24/7 Availability and support for critical systems.
  - Configuration and support for all performance, reporting and tuning tools and software
  - Oversight of AHCT's compliance and security scanning program used in compliance for the IRS and CMs
  - Windows Servers & Client Systems (24/7 Availability & Support for critical systems)
  - Internal wired and wireless network (24/7 Availability & Support)
  - VoIP & Analog Telephony system (24/7 Availability & Support)
  - ServeIt / Network Room (24/7 Availability & Support)
  - IT Systems Asset Tracking & Management
  - IT Change Management

- IT Software Licensing and Deployment
- Documentation of IT Policies and Procedures
- Research of IT systems to ensure continual innovation and efficiency.
- Procurement of IT Hardware, Software, Systems and peripherals.
- IRS SafeGuards Security Compliance for all IT systems and infrastructure.
- On premise physical security and access systems (Door access, NVR Recorder, Badge Maintenance, Panic Button System, Reception Intercom, etc.)
- Web Hosting & DNS
- End user and Desktop Technical Support
- Departmental cross training
- Audio and Video support and equipment for external meetings (Board of Directors, Advisory committees, etc.)
- State of CT managed infrastructure items (Active Directory, Office 365, VPN, DNS, Firewall, Web Filtering, etc.)

### **SA Configuration and Provisioning**

- Configuration of SA-related solutions for various project and operational needs.
- Manage, install new / existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project / operational requirements.
- Install and configure systems that support organizational infrastructure applications or Asset Management applications.
- Develop and maintain installation and configuration procedures for all systems within the organization.
- Contribute to and maintain system standards.
- Research and recommend innovative systems, and where possible automated approaches for system administration tasks. Identify approaches that leverage company resources and provide economies of scale.

### **Operations and Support**

- 24/7/365 High Availability of the AHCT internal network and critical systems.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
  - Include appropriate reporting and alerting.
- Document, create, revise and improve IT procedures.
- Perform daily backup operations; ensuring all required systems and system data have successfully backed up the appropriate media and organizational retention policies have been met.
- Provide Tier III infrastructure and other support per requests from organization members through investigation and troubleshooting of issues.

- Provide backup support for Tier I & II issues as well as the Systems Administrator, Technical Support Administrator, Technical Systems Analyst and Helpdesk Technician duties as needed.
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted parties.

### **Maintenance**

- Apply Operating System patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure and add new services as necessary.
- Upgrade and configure system software that supports organizational infrastructure applications or Asset Management applications per project or operational needs.
- Maintain operational, configuration, or other procedures.
- Perform periodic performance reporting to support capacity planning.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
- Maintain the data center environment and monitor / maintain equipment.
- Other duties as required.

### **Staff Management:**

- Attend all required management training
- Review and approve time sheets
- Hold employees accountable for reaching their goals
- Prepare mid-year and annual performance reviews
- Meet weekly with staff and conduct bi-weekly 1:1s.

**Qualifications:** the requirements listed below are representative of the knowledge, skill, and/or ability required.

- Bachelor's degree in IT related field or equivalent experience
- 5 years' experience managing an IT Cisco and Solarwinds Network architecture and tools
- 5 years' experience in managing cloud-based solutions for IT systems and databases
- 5 years' experience in managing web technologies for IT systems and applications
- 5 years' experience in managing traditional client-services technology and applications
- Previous supervisory experience preferred
- Ability to fulfill responsibilities that occasionally require working evenings and weekends, sometimes with little advanced notice.
- Communication
  - Ability to interpret and/or discuss information with others at a high technical level, which involves terminology or concepts not familiar to many people; regularly provide advice and recommend actions involving rather complex issues. May resolve problems within established practices.
  - Able to provide guidance, technical training and documentation of organizational infrastructure practices as it relates to IT with appropriate staff.

- Knowledge of functioning and use of information systems and technology including:
  - Expert knowledge of concepts of network and microcomputer operating systems;
  - Knowledge of IT equipment;
  - Knowledge of help desk management tools and utilities;
  - Knowledge of computer operations and methods of preparing work for processing;
  - Knowledge of data control functions specific to job stream maintenance and documentation;
  - Interpersonal skills; oral and written communication skills; technical problem solving skills; logic and analytical skills;
  - Ability to install and maintain microcomputer hardware, software and basic network components;
  - Ability to analyze and troubleshoot simple operational and data communications problems;
  - Ability to prepare and maintain records, logs and reports.

**Physical Demands:** the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, bend/stretch, hear, use hands to type data, and utilize a phone or other electronic communication devices. This employee will frequently have to operate business machines. Specific vision abilities required in this job include close vision and the ability to adjust focus.

**Work Environment:** this is an in-office role in which the noise level in the work environment is usually low to moderate. Requires fast-paced deadlines and has a high stress level at times. Minimal travel required.

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