



**Job Title:** Manager, IT & Pre-sales Solution Architect

**Department:** I.T.

**Reports To:** Chief Technology Officer

**FLSA Status:** Exempt

### **Position Overview**

This position is a senior level position within the I.T. Organization. The position is responsible for maintaining all Corporate IT systems, along with managing managed service provider(MSP) environments while leading a small engineering team(3-5 resources onshore & 2 offshore) that will be involved with pre sales solution architecture as well as day to day management of hosting operations.

### **Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Maintain the technology stack standards and selection process for end user devices and eco-system for hosted clients including CTG corporate IT.
- Act as on a Hands-On technical leader and escalation point for systems engineering resources for all Operational issues.
- Provide assistance to the sales team on sales calls, including gear specification, design build, and writing statements of work as well as onsite visits as requested to client sites locally & remote as needed.
- Assist Chief Technology Officer in formulating an annual budget for Systems Engineering group.
- Manage the technical staff of presales & post sales engineers that performs installation, configuration, maintenance and day to day support of all End User Computing systems, including Technology stacks with an emphasis on VMware ESX 5.5, Windows2008 & 2012 Server, Active Directory, Linux (RHEL & CentOS), Apache & Tomcat, Messaging, RDP, Logic Monitor monitoring, etc.
- Working Knowledge of AWS & MS Azure Cloud. Migration of on prom workloads to Cloud, Architecture, etc.
- Handle all Backups & Business Continuity functions for corporate CTG & Managed service clients.
- Handle all yearly licensing renewals for VMWare, Microsoft along with Hardware Support contract renewals.
- Working & Hands on knowledge of Windows server, VMware ESXI Hosts, Netapp Storage or similar enterprise storage and networking is required
- Develop, implement and maintain patch management policies and tooling for end user devices for all CTG clients as well as internal corporate I.T services.
- Maintain ITIL best practices to assist customers in maintaining and troubleshooting their I.T. infrastructure operational issues.
- Ensure that all service calls assigned to systems engineering resources are responded to within the SLAs of each managed service contract.
- Ensure that all service tickets assigned are closed in a timely manner for all Systems Engineering staff.
- Act as an escalation point for all systems engineering issues as well as for the hosting services team & interact with CTO.



### **Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Problem solving—the individual identifies and resolves problems in a timely manner, gathers and analyzes information skillfully.
- Planning/organizing—the individual prioritizes and plans work activities and uses time efficiently.
- Quality control—the individual demonstrates accuracy and thoroughness, monitors own work to ensure quality and applies feedback to improve performance.
- Quantity—meets productivity standards and completes work in a timely manner.
- Adaptability—the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- Dependability—the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- Teamwork – the individual works together with co-workers and outside vendors for a common purpose to achieve the best business benefit.
- Safety and security—the individual observes safety and security procedures and uses equipment and materials properly.

### **Supervisory Responsibility**

This position will be responsible for managing systems engineering resources encompassing as well as client interaction on a consistent basis.

### **Work Environment**

Work environment characteristics 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.

This position works in a typical office setting. This role routinely uses standard office equipment such as computers, phones, copiers, filing cabinets and fax machines and warehouse equipment such as hand trucks, box cutters and tape dispensers.

#### **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 must regularly lift and/or move objects up to 10 pounds..

### **Position Type/Expected Hours of Work**

This is a full-time position, and hours of work and days are Monday through Friday, 9:00 a.m. to 6:00 p.m

### **Travel**

Minimal travel required to client sites. Expected travel is less than 10% for this position.

### **Qualifications**

**MANDATORY:** Requires 8-10 years of relative work experience with a minimum of 3 years leading engineering teams in an enterprise level environments.

**PREFERRED:** Previous position working for a Managed services provider in a post or pre sales architecture role. Computer proficiency, use of Microsoft Office and knowledge of bar code technology are preferred.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.