



## **Information Technology Manager**

Founded in 1975, the Pacific Graduate School of Psychology reincorporated to Palo Alto University in 2009. A private, non-profit, higher education institution that combines the advantages of a professional school with a traditional university, Palo Alto University provides undergraduate and graduate students small class sizes with renowned faculty and impressive clinical training resources through the university's cooperative relationships.

### **Job Description:**

Reporting to the Chief Information Officer (CIO), the Information Technology Manager's role is to provide management and support for the university's System Administration, Network Administration, Telecommunications, and Information Security in support of students, prospective students, faculty and staff. This position works closely with administration, faculty, departmental chairs/directors, and staff members to discuss issues, coordinate activities, resolve problems and manage projects that involve infrastructure systems.

- Provides strategic vision and planning in the management of the Palo Alto University system infrastructure, operations and desktop technology.
- Provides strong leadership and direction to the PAU IT team in the delivery of superior system support and provision of an accessible, sustainable, secure, compliant, reliable and cost-effective IT infrastructure in service to our staff, faculty, and students
- Researches and is highly knowledgeable in current and emerging technologies including: computer operations; system administration; networking; firewalls; email and spam filtering; security; regulatory compliance; system backups and recovery; system hosting and cloud computing.
- Monitor and review firewall Intrusion Detection Systems/Intrusion Prevention Systems and respond to any suspicious network activity.
- Makes recommendations for system enhancements, upgrades and strategic transitions that are forward-thinking; cost-effective and provides excellent service.
- Provides leadership, supervision and staff development for the IT team.
- Manages and balances projects and service calls for optimal efficiency.
- Provides hands-on support for systems in a hybrid computing environment including system hosting, cloud computing and on premise support.
- Responsible for the management and execution of all system backup procedures; restoration plans and disaster recovery.
- Determines the requirements and schedules preventive maintenance for system hardware, operating systems and peripherals, including the absolute currency of all critical system patches. Recommends, schedules, and implements system hardware upgrades and modifications.
- Develops, documents and executes service level standards for the help desk and computer operations staff.

- Oversees equipment and licensing inventory and ensures compliance. Builds and maintains strong and effective working relationships with vendors and service providers to ensure the highest level of support and delivery on contract provisions.
- Seeks opportunities for outsourcing and/or vendor partnerships to provide excellent service, reliability, accessibility and cost-effectiveness.
- Assist with SQL scripting, report writing, and troubleshooting in support of our ERP system (Jenzabar).
- Provide infrastructure support for servers that host the ERP system.

## Qualifications

### Education & Experience:

Bachelor's degree and three to five years of technical work experience, or a combination of education and relevant experience.

### Knowledge, Skills and Abilities:

- Demonstrated ability to think strategically and deliver results.
- In-depth knowledge of emerging technologies, trends, methodologies, and resource management principles.
- Demonstrated ability to lead, motivate, and develop staff.
- Exceptional customer relationship skills, consensus building skills, and ability to establish effective working relationships in a diverse environment.
- Industry technical certifications such as VCP, ITIL, CCNA, MCSE, and exposure to information security programs.
- Knowledge with PBX systems, specifically Avaya IP Office a plus.