

Colorado Public Radio Job Description (August, 2021)

Position: Manager of Technology Infrastructure & Support
Reports To: Vice President: Technology
FLSA Status: Exempt
Department: Technology

Summary:

The Manager of Technology Infrastructure & Support is responsible for overseeing CPR's technology infrastructure and user support that are under the technology departments domain. The manager will be responsible for ensuring key systems that are essential to CPR's operation, maintain uptime/availability and that the technical support needs of CPR's staff including desktop, laptop, telecommunications, network and applications are met. The position will ensure that support staffing is available M-F, 8 AM to 5 PM and an after-hours support plan is maintained. This position will manage assigned staff including tech support and server admin roles (up to 4 people). This position works closely with the VP of Technology in developing and implementing CPR strategies involving technology.

Essential Duties and Responsibilities:

- Responsible for developing and maintaining assigned sections of the annual technology budget.
- Responsible for purchasing equipment and software necessary for technology and support within the boundaries of an annual budget.
- Responsible for maintaining maximum uptime of network infrastructure.
- Manage and review the work of assigned staff.
- Oversee or implement the design, maintenance and configuration of all aspects of directory services, including new user setup.
- Oversee or implement the design, installation, configuration and maintenance of all servers, workstations and related systems.
- Oversee or implement the design, maintenance and configuration of all aspects of Group Policy.
- Oversee or implement the design, maintenance and configuration of networking services such as web, DHCP, SMB/CIFS, RDP, HTTP/S, SMTP, SFTP and FTP/S.
- Oversee or implement the design, maintenance and configuration of scripting programs.
- Oversee or implement the design and implementation of network security policy.
- Oversee or implement the design, configuration, status and maintenance of data backup systems.
- Work closely with users and staff to assess needs in order to select, setup, install and test all server, workstation and laptop hardware and software.
- Responsible for ensuring legal compliance with all server, workstation and laptop licensing.
- Ensure adequate cross-training of staff.
- Oversee or implement the installation, configuration and maintenance of all servers, workstations and laptops.
- Oversee or implement the maintenance and configuration of network security, VPN & routing devices.
- Oversee or implement the configuration and maintenance of printers, including toner, fuser and roller replacement.
- Manage or perform desktop, laptop and printer support with other members of staff.
- Place internal IT and third party vendor service calls.
- Oversee or implement support for the company phone system..

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- Since IT and broadcasting equipment will need to be moved on occasion, you must be able to lift at least 50 lbs.
- Valid driver's license required.
- Other duties as assigned.

Core Competencies:

- **Change/Adaptability/Flexibility:** Adapts to change that benefits CPR, is open to new ideas, takes on new responsibilities, handles pressure, adjusts plans to meet changing needs.
- **Communication:** Communicates well both verbally and in writing, promptly shares information and ideas with others throughout the organization as appropriate, has active listening skills, can negotiate and persuade as needed.
- **Results Focus/Initiative:** Targets and achieves results, sets challenging goals, prioritizes tasks, overcomes obstacles, accepts accountability, sets high standards and takes responsibility, provides leadership/motivation.
- **Collaboration:** Working collaboratively with others to solve problems, achieve common goals and positive results. Listens to others and values opinions. Is open with other team members and expresses disagreement constructively. Seeks opportunities to work on teams as a means to develop experience and knowledge.

Education and Experience Requirements:

- 4 year college degree in Computer Information Systems, Computer Science or related degree. Real world experience in the competencies listed above can be substituted for a college degree.
- 10 years or more experience in server and workstation administration or related disciplines.
- 3 years or more experience managing a small team.
- Direct experience or equivalents in MS Windows/Servers, MS Office, Google Workspace, 2FA, Fortinet, MDM, CrowdStrike, Mitel, Linux and audio programs.
- Experience in annual and/or project budgets.
- Ability to make solid decisions about network, hardware and software policy.
- Ability to communicate with technical and non-technical colleagues.