IT MANAGER JOB DESCRIPTION

Job Title: IT Manager
Department: IT
Reports To: Director of Technology
FLSA Status: Non-exempt

Position Summary: Responsible for the overall operation, support, and maintenance of internal IT networks, hardware and software systems as well as providing internal support for the RAMCO CRM system operating on MS Dynamics CRM. Position will assist Director of Technology with 3rd Party Vendor integrations for CRM and Multiple Listing Service systems. Administration of internal IT is performed in conjunction with and while supervising the Systems Administrator position.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following proficiently; other duties may be assigned by Director of Technology and/or MLS Director. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

IT
- Support KCRAR/Heartland MLS internal staff with all computer related setup, configuration and interoperability with all internal network and server systems.
- Support the RAMCO CRM (MS Dynamics) system internally in conjunction with the Director of Technology and Liaison with RAMCO support on issues.
- Assist with development projects surrounding RAMCO CRM which include data warehousing, ETL, and business intelligence
- Maintain and administer VMWare host/EMC SAN systems, working with those vendors and ConvergeOne Consulting on any support and maintenance issues.
- Support/Maintain/Configure Office 365 environment, SQL Server, File/Print, Domain Services – Active Directory, DHCP, DNS internal and external
- Maintain and administer Cisco/Meraki Firewall, Switch, and Wireless Networks
- Supervise and Support the maintenance and installation of internal computer equipment, servers/PC's, printers, scanners, copiers, phone/voicemail and associated equipment. Perform preventative maintenance and repair or replace defective equipment as necessary. Software maintenance, repair or update as necessary.
- Maintain, Administer, and Coordinate NEC VOIP phone system.
- Support and coordinate Audio Visual throughout office meeting rooms and common areas
- Ensure backups are being performed and replicated offsite and work with vendors as necessary to configure, troubleshoot, etc. BDR from Results Technology, Veeam from VMWare
- Stay current on hardware and software advances to promote HMLS/KCRAR
- Attend courses to stay current or ahead of new technology and to support current tasks
- Train HMLS/KCRAR personnel on computer programs, hardware, and phones.

- Maintain/review/support phone and data contracts and issues.
- Liaison between HMLS/KCRAR and its consultants: ConvergeOne, Mission Electronics, LBA HVAC, Results Technology, Unisource Document Products, etc.
- Support work from home and remote office personnel with software, hardware, VPN, Remote Desktop, phone setup and trouble shooting

Matrix/MLS Systems

- Liaison between HMLS, Corelogic, and all third-party vendors for all technical issues, upgrades, new features, setup and integration between systems.
- Administer the MLS Data Release Connections in conjunction with the MLS Director / Director of Technology. These include RETS, API, and SSIS types of data feed systems. Duties include new job creation, job verification, maintenance of existing jobs, and coordination of setup /cutover and answering vendor/office questions and resolve problems relating to jobs and data feeds.

MISC
- Provide support and assistance to department Directors and Managers. Handle all assignments promptly. Offer aid and information to assist them in the performance of their jobs on a technical level.
- Approve bills that pertain to Network/System budget (KCRAR & Heartland MLS) and assist in KCRAR and HMLS IT yearly budgeting.
- Evaluate, request quotes/bids for IT projects, software, hardware, AV
- Support the KCRAR voting process as necessary by loading voting lists into Voting software and configuring vote for dates, rules, etc.
- Renew/maintain domain name registration for Heartland MLS and KCRAR and any associated configuration.
- Offsite AV/computer support/setup as needed
- Systems inventory for assets
- Occasional local and out of town travel to remote offices

Competencies: To perform the job successfully, an individual should demonstrate the following.

Continuous Learning - Assesses own strengths and weaknesses. Pursues training and development opportunities. Seeks feedback to improve performance. Shares expertise with others. Strives to continuously build knowledge and skills.

Customer Service - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

Planning & Organization - Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

Problem Solving - Develops alternative solutions. Gathers and analyzes information skillfully. Identifies problems in a timely manner. Resolves problems in early stages. Works well in group problem solving situations.

Teamwork - Balances team and individual responsibilities. Contributes to building a positive team spirit. Exhibits objectivity and openness to others' views. Gives and welcomes feedback. Puts success of team above own interests.

Use of Technology - Adapts to new technologies. Demonstrates required skills. Keeps technical skills up to date. Troubleshoots technological problems. Uses technology to increase productivity.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:
Bachelor's degree (B.A.) in Computer Science/Systems/Network Administration. Windows/Cisco /APlus Certifications preferred but optional and 5+ years of experience in IT systems and network management, some real estate association/ MLS related knowledge preferred but not required.

Language Ability:
Read and comprehend simple instructions, short correspondence and memos. Write simple correspondence. Effectively present information in one-on-one and small group situations to customers, clients and other employees.

Mathematical Ability:
Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Compute rate, ratio and percent, and draw and interpret bar graphs.

Reasoning Ability:
Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:
Microsoft Office – Current Version as well as last version
Microsoft Windows Client and Server Software – Current and 1 past version
Microsoft Active Directory, Group Policy, DNS, DHCP administration
Microsoft Exchange
Microsoft Office 365 and Active Directory Integration
Microsoft SQL Server & Query Language
Microsoft Dynamics CRM or Salesforce
Backup Software
File Transfer Protocols
Security Protocols
Real Estate Transaction Standards
Single Sign-On

Certificates and Licenses:
NA

Supervisory Responsibilities: Systems Administrator

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.

Specific vision abilities required by this job include ability to identify and distinguish colors. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

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ACKNOWLEDGED: Employee Signature   **Date**

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PRINT: Employee Name

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ACKNOWLEDGED: Supervisor/Manager Signature   **Date**