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Job Description

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Job Title: IT & Systems Manager
Department: Product Development
Reports To: Director of Product Development
Location: Princeton, NJ or Remote
Schedule: 9:00 a.m. to 5:00 p.m.

Purpose:
The IT & Systems Manager oversees the internal support operations in the organization. This is a management level position that reports directly to the Director of Product Development and requires a balance of individual contributor work and people management. The IT & Systems Manager is tasked with ensuring that hardware equipment, and software services and applications are operational for our employees.

Lingraphica as an organization operates remotely across the U.S. with a small percentage of our employees working in the main office in Princeton, NJ. The organization maintains its software infrastructure in the cloud to facilitate a distributed and collaborative culture.

Our software systems stack includes Office 365, HubSpot (CRM, Marketing automation and Ticketing system), Billing System, Learning Management system, Ring Central, Slack, Sentinel One (EDR) and other services and applications including but not limited to TeamViewer, Adobe and Zoom.

The organization has an 80/20 split between Windows OS and Mac OS users and each employee is provided with a laptop and office equipment that includes monitors, printers and other peripherals.

Essential Duties & Responsibilities:
- Responsible for internal support of employees on issues ranging from hardware equipment to software applications and services
- Establishes and meets Service Level Agreements (SLAs) for support requests through a Helpdesk ticketing system
- Directly manages the IT & Systems team that includes an IT Analyst, CRM Administrator and an Application Support Specialist; Responsible for setting & communicating employee objectives, managing performance and corrective action, employee development and hiring within the IT & Systems function
- Responsible for growing and organizing the teams to meet business objectives
- Coordinates with the Business Analyst to ensure smooth setup and delivery of new systems and projects
- Coordinates with functional managers to ensure their teams receive adequate training on hardware and software systems
- Performs and documents reviews and audits of our IT infrastructure and Systems periodically and addresses the gaps identified
- Assists the leadership in defining IT policies, strategic planning and budget for our IT infrastructure and systems
- May be required to perform other duties as assigned

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Job Description (cont.)

Education & Experience:
- Bachelor's Degree in CIS, Computer Science or related field
- 3+ years management experience with IT Infrastructure Services
- 5+ years of experience in an IT Helpdesk support role

Knowledge, Skills & Abilities:
- Experience with setup and management of Microsoft Office 365 platform and SharePoint
- Experience with managing a cloud-based CRM system (HubSpot or Salesforce) is preferred
- Experience in supporting existing applications and services in Lingraphica is strongly preferred
- Excellent written and oral communication skills and ability to communicate effectively with non-technical business leaders
- Good analytical and reporting skills to mine ticket data for issues and trends

Work Environment & Physical Demands:
May work remotely or in Princeton, NJ office. Work environment is that of a typical office environment. Noise level is low to moderate. Must be able to operate a computer with or without a reasonable accommodation. Must be able to lift and carry up to 25 lbs.

Travel:
Travel is required for company and team meetings once or twice a year. (Post-COVID)

Accommodations:
To perform this job successfully, an individual must be able to perform each essential duty and physical demand satisfactorily. The requirements listed above are representative of the knowledge, skills, and/or abilities and physical demands required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Last Updated: 9/15/21