

Manager, Information Technology

Business Area: Information Technology

Reports To: VP, Digital & PMO

Summary

The Manager, Information Technology (IT) is accountable for the direction, management, delivery, support, and performance of reliable IT services in support of business processes and strategies.

Key Job Responsibilities

- Define, document, and coordinate all aspects of the employee onboarding process with a focus on continually improving the employee experience
- Employee support for all company-issued equipment
- Manage contracts and relationship with third party providers
- Manage the configuration specification for systems like Microsoft 365, Box, SharePoint, websites, intranets, as well as the configuration specification for email distribution lists, spam filtering, content management systems, employee equipment laptop image standards, mobile devices
- Establish and document Information Technology policies & procedures
- Deliver reliable and cost-effective IT Services (e.g., , Data Storage, File Sharing, Employee Hardware (laptops, monitors, docking stations), Mobility, , Email, Messaging, Remote Connectivity, , and Integration).
- Align with Related Corporate IT on shared services for cybersecurity, network infrastructure, and enterprise applications
- Establish metrics and service level agreements for managing IT Services that are aligned to business needs.
- Lead the development of short- and long-range IT Services plans and drive the execution.
- Oversee the development, design, and implementation of new services and changes to existing services, ensuring that commitments are properly planned, staffed, monitored, and reported.
- Oversee the selection, development, design, and implementation of new applications and changes to existing ones, ensuring that commitments are properly planned, staffed, monitored, and reported.
- Monitor the industry for IT developments; evaluate and implement relevant new tools and service management frameworks.
- Manage all application issues by liaising with third parties to ensure issues are resolved
- Establish and maintain an internal IT helpdesk, triage inbound issues, route to internal/external parties, and establish/report on response and resolution SLAs
- Critically evaluate requests that impact systems and ensure sufficient end-to-end process understanding before making decisions and changes.
- Establish and lead infrastructure and application change control and communications
- Prepare and monitor IT operational budgets that meet prevailing objectives and constraints.
- Manage and configure security, disaster recovery and data backup systems
- Develop security policies, procedures, and guidelines based on industry best practices
- Other duties as assigned.

Required Education

- A bachelor's degree is required in a related field, such as computer science, engineering and/or business.

Required Experience

- 7+ years of career experience in Infrastructure technologies (Network, Data Storage, File Sharing, Employee Hardware, Mobility, Virtualization, Email, Messaging, Remote Connectivity, Cloud Computing, and Integration).
- Experience managing a large outsourcing partnership.

Other Skills

- Strong knowledge of Information Security.
- Strong knowledge of Cisco Networking.
- Strong knowledge of Microsoft Platform, Office 365, Azure Active Directory, SharePoint, Power Automate.

Physical Requirements

The Manager, IT will be required to endure the following physical activities:

- Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like,
- Moving self in different positions to accomplish tasks in various environments including tight and confined spaces,
- Remaining in a stationary position, often standing, or sitting for prolonged periods,
- Moving about to accomplish tasks or moving from one worksite to another,
- Adjusting or moving objects up to 25 pounds (on occasions up to 100 pounds) in all directions,
- Communicating with others to exchange information,
- Repeating motions that may include the wrists, hands and/or fingers, and
- Assessing the accuracy, neatness and thoroughness of the work assigned.

Organizational Relationships

Titles of positions reporting directly to this position: None

Number of employees supervised: A. Directly: 0 B. Through subordinates: 0

Essential Functions Statements:

energyRe has reviewed this job description to ensure that essential functions are included with the duties and responsibilities. To perform this job successfully, an individual must be able to perform the essential duties satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Employees shall comply with the policies and procedures and are accountable to each other to ensure every task is done safely and with consideration for our environment with the objective of continually improving our processes and procedures.

REVIEW AND APPROVAL: This job description is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the agency reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.

For Human Resources Use Only

Approved By:

Date Approved:

Equal Opportunity Employer

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