**Job Title:** **Information Technology Supervisor**

**Job Purpose Summary:**

The **Information Technology Supervisor** contributes towards our company goals by ensuring the streamlined operation of the IT Department in alignment with the business needs of the company. This position reports to the CEO.

**Overall Job Duties**

1. **Lead IT Department operational and strategic planning, including fostering innovation, planning projects and organizing and negotiating the allocation of resources**
2. **Benchmark, analyze, report on and make recommendations for the improvement and growth of the IT infrastructure and IT systems**
3. **Manage department purchasing, budgeting and budget review**
4. **Develop and implement IT policies and procedures, including those for security, Data Backup, disaster recovery, standards, purchasing and service provision**
5. **Negotiate and administer vendor, outsourcer, and consultant contracts and service agreements**
6. **Manage the deployment, monitoring, maintenance, development, upgrade and support of all IT systems, including servers, PCs, operating systems, phone systems, hardware, software and peripherals**
7. **In conjunction with IT support Staff implement changes to ICS and ICS customer’s IT infrastructure**
8. **Maintenance of ICS and ICS’s Customer’s IT infrastructure.**
9. **Manage, motivate, coach and develop IT staff**
10. **Demonstrate a positive attitude and the ability to problem solve independently as well as part of a team**
11. **Stay up to date on the latest changes in technology**
12. **Documenting/Recording Information** -- Entering, transcribing, recording, storing, or maintaining information in written or electronic form
13. Observes and evaluates workers' performance
14. Issues instructions and assigns duties to workers.
15. Trains and instructs new employees in ICS IT best practices
16. Communicates with other departments and management to resolve problems and expedite work.
17. Helps workers in resolving problems and completing work.
18. Prepares, maintains, and submits reports and records as needed by management, such as budgets and operational and personnel reports.
19. Plans and develops improved procedures.
20. **Communicating with Supervisors, Peers, or Subordinates** -- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
21. **Establishing and Maintaining Interpersonal Relationships** -- Developing constructive and cooperative working relationships with others, and maintaining them over time.
22. Other duties as assigned

**Day to Day Job Duties**

1. Facilitate communication between support and IT regarding System bugs, feature requests, determine solutions and assign priority of solutions.
2. Assign, monitor, and maintain progress of Software development, IT Systems, and Security Support tasks.
3. Maintain operation of 24/7 Servers for internal and external services by monitoring, maintaining, and implementing best practices for disaster recovery, security, load management and balancing.
4. Assign staff for 24/7 server resolution to reduce downtime in off-hours for all I.T. Systems. Ensure that alerts are triggered to the right staff and are followed through to resolution.
5. Manage 3rd party software instances, Renewals, billing, features, and accounts.
6. Deep understanding of Linux Systems focusing on CentOS and services such as DNS, RADIUS, Syslog, Apache, Nginx, NSQ, Firewalls, Load Balancing, Docker, and Docker Swarm.
7. Manage a Windows and Apple environment for end-user support, Exchange, Active Directory, Accounting, File sharing, printing, and Quoting
8. Interfacing between departments to bring problems to resolution. Bringing resources together to combine expertise of networking, systems, and software to quick resolution.
9. Plan, implement, and deploy new server instances. Size requirements, and purchase hardware.
10. Maintain and monitor virtual environment using vmware and docker swarm, ELK, Cacti, WUG, Zabbix, and Monitis.
11. Research new products and solutions for all company technology needs from user authentication, Internal IT tools, to project management and networking.