Job Description - Virtual IT Manager

JOB SUMMARY:

A Virtual IT Manager(vITM) is responsible for managing multiple clients and working internally with cross functional support teams. The vITM will act as the IT Manager for small to mid-scale network technology used by our clients. They must conduct technology alignments following company standards, best practices, processes, and procedures to keep the client operating at its highest efficiency. conduct technology alignment reviews following defined STS standards, processes and procedures, and work proactively to remediate gaps to keep the client operating at its highest efficiency. The vITM is considered the technical authority on assigned client environments, technology and documentation authority for all assigned client environments.

The employee will cultivate a positive team environment while promoting collaboration within the team. This role with work in a team environment where every member is an important part of STS' success. STS employees will always adhere to the company Core Values and align themselves to the STS Way. This position serves as a subject matter expert in several of the areas listed below.

DUTIES AND RESPONSIBILITIES:

- Perform technology alignment reviews for an assigned list of clients on a recurring schedule.
- Develop and maintain technical knowledge of the assigned client environments.
- Work closely with departmental managers to determine the maintenance and growth needs of the client's technology.
- Continually monitor changes in their assigned client's network topology and deliver a technology update to the executive team as indicated in the cadence of the client's QBR.
- Develop, revise and update processes and documentation to company standards within their department.
- Act as the client advocate when working within technologies always ensuring successful deployments and strategic methods to prevent unwanted downtime.
- Work with the other internal delivery areas to build and maintain a standards library within the Best Practice Committee.
- Actively utilizing STS' internal tools to help achieve complete documentation, understanding and insight into all the client's environments.
- Proactively review ticket history and service delivery metrics for assigned clients to identify recurring issues to minimize reactive issues.
- Identify technical risk within assigned client environments and work directly with the vCIO to remediate these risks.
- Cultivate a strong technical and business relationship with assigned clients.

- At times act as the client's escalation point for trouble tickets, CSAT or other issues that may arise.
- Build, maintain and conduct QA\QC of client's BCDR strategy developed by STS or internal staff.
- The company reserves the rights to add or change duties and responsibilities at any time.

QUALIFICATIONS:

Experience with the following technologies

- Windows Desktops and Servers
- Microsoft Office Suite
- Hypervisors (VMWARE and Hyper-V)
- Cloud technologies including IaaS, DaaS and DRaaS,
- Windows Services including DNS, DHCP and Active Directory
- Microsoft Servers including Exchange and SQL
- Microsoft 365 platforms including Exchange Online, Sharepoint and Teams
- Cisco Meraki
- Backup & Disaster Recovery solutions

Additional qualifications include:

- Demonstrates excellent verbal and written communication skills, including the ability to be influential and persuasive with stakeholders.
- An ability to think critically about client systems and to make upgrade recommendations consistently as needed.
- Skilled at building relationships and influencing stakeholders at all levels
- Strong management skills with the ability to coach and lead
- Exceptional organizational skills and the ability to follow documented checklists, policies, and procedures.
- Demonstrates professionalism, leadership, discretion, and good judgment in all interactions with co-workers, clients, and others.

EDUCATION/EXPERIENCE:

- 4+ years troubleshooting and configuring small/mid-size Windows environments and networks
- 4+ years actively performing network manager duties including system administration.
- Experience with PSA and RMM systems (ex: Autotask or Connectwise) is a plus
- Experience working with Law Firm environments & applications is a plus
- Document Management Systems like iManage or NetDocuments is a plus

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.

- While performing the duties of this job, the employee is regularly required to sit while using hands to control a computer or other technologies. The employee is encouraged to stand, walk, and stretch with hands and arms.