

Employment Opportunity

8802 27th Ave NE, Quil Ceda Village, WA 98271
Office: 360-716-5000 • www.QuilCedaVillage.org



Quil Ceda Village
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JOB TITLE: Information Technology Manager

DEPARTMENT: Tulalip Data Services

JOB DESCRIPTION: This role is responsible for managing network infrastructure and onsite IT support within the organization; managing technical teams and ensuring cross-functional cooperation amongst network engineering, desktop support and A/V systems in coordination with help desk and system engineering. This role performs management duties, analytical services and interacts with IT vendors to ensure that equipment and/or services are delivered within project timelines.

TO APPLY: Complete the web form application located on the Quil Ceda Village Self Service portal: <https://ess.tulaliptribes-nsn.gov/MSSQCV/employmentopportunities/default.aspx>. For more information or questions, please visit: <http://quilcedavillage.org/Employment> or call Quil Ceda Village HR at 360-716-5016.

NOTE: The Tulalip Tribes publicly announces that Indian Preference in hiring applies to Tulalip job opportunities.

EMPLOYEE CLASSIFICATION: Exempt

EMPLOYEE REPORTS TO: Information Technology Director

EMPLOYEE SUPERVISES: Network Engineering Services, Desktop Support Services, A/V Systems

EDUCATION:

- High School Diploma or GED equivalent required
- Bachelor's Degree in Information Technology or related field of study preferred. Years of equivalent experience, education and/or training may be considered in lieu of a degree

SKILLS:

- Must have excellent leadership, team management and relationship building skills
- Excellent communication skills, both written and verbal and be able to communicate with both technical and non-technical users
- Must be knowledgeable in project management techniques and have strong understanding of project management tools and methodologies in order to manage complex, multi-disciplinary projects
- Must be highly self-motivated, able to work independently, under pressure and within time restraints
- Ability to lead cross-disciplinary teams, provide consistent direction and motivate team members to encourage maximum performance
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or government regulations
- Ability to compose routine business correspondence, reports, documentation, and technical writings
- Knowledge of Microsoft Office software and other programs such as Visio and Project

EXPERIENCE:

- Minimum of five (5) years experience in management role supporting technology operations in business/government
- Minimum of five (5) years technical experience with network design, wireless, firewalls and related datacenter technologies
- Minimum of five (5) years experience managing deployments or participating in large-scale network/system implementations

OTHER REQUIREMENTS:

- Must be able to successfully complete a tribal, state, and federal background investigation
- Must have and maintain a valid state driver's license
- Must be able to work evenings, weekends, and/or holidays as needed or requested
- Must be willing to work on an "on-call" rotation to support tribal and commercial clients 24/7
- Must be willing to attend progressive job-related training as requested
- Must have successful employment history with the Tulalip Tribes and/or other employers

PHYSICAL CHARACTERISTICS AND/OR PREREQUISITES:

- Manual and finger dexterity for the operation of a personal computer and routine paperwork
- Stamina to sit, stand, and/or walk for prolonged periods of time
- Tolerance to be exposed to computer screen for prolonged periods of time on a regular basis
- Ability to lift and carry 40 lbs. on occasional
- Mobility to bend, stoop, and/or climb stairs on an occasional basis

SPECIFIC JOB PERFORMED:

- Will be responsible for delivering the highest level of technical support services to users, co-workers and priority clients such as Executives/Board of Directors
- Plan, direct, and coordinate daily operations for onsite desktop support, audio/visual and network engineering teams
- Leads technological projects related to networking, datacenters and other new initiatives
- Delegates tasks to appropriate Network and Desktop staff and coordinates with Help Desk and System Engineering teams for problem-solving and end-user solutions
- Responsible for network resiliency, continuous improvement processes and evolving technical solutions for redundancy with regards to networking and desktop support
- Performs system analysis techniques and solution designs regarding hardware, software, audio/visual and desktop systems for end users
- Assists with configuring cellphones, deploying equipment and other new devices in coordination with TDS Procurement services
- Assists in budget management and provides support for annual budget management processes
- Manages relationships with vendors to ensure effective maintenance and support of network and datacenter equipment such as electronics, gensets, battery backups and cooling systems
- Generates weekly and monthly reports on desktop/network support performance for top management

- Develops metrics and templates to evaluate technical support issue response times and overall team performance
- Develops training outlines and credentialing programs for technical support staff to remain up-to-date with industry standards/certifications
- Develops surveys and collects information regarding user satisfaction within the organization
- Meets with end users/stakeholders to perform needs assessments
- Researches potential technology solutions, technology issues, and products for deployment within the organization
- This position is expected to drive on a weekly, sometimes daily basis in the execution of job duties
- Performs other related duties as deemed necessary or requested

TERMS OF EMPLOYMENT:

This is a Regular Full-time position, requiring at least 40 hours per week, or 2080 hours per year. Employee may be required to work after hours, weekends, special events and/or on call. Upon successful completion applicable probationary period employee may be eligible for an increase in pay, subject to budgetary restriction. Employees will be required to work on-site, no telecommuting. No provisions for relocation will be provided.

Disclaimer: The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.