



LAC COURTE OREILLES
FINANCIAL SERVICES, LLC

Position/Job Description

Position Title: Information Technology Manager **Post Date:** May 21, 2018
Report to: Director of Operations **Closing Date:** Until Filled
Rate: Negotiable
Field: Computer & Information Technology

Position Summary:

The IT Manager is responsible for the Information Technology Department for LCO Financial Services. This position will be responsible all Information Technology related equipment, software and daily/routine procedures. This position will be responsible for the implementation, maintenance, and support of Information Technology systems and software. The IT Manager will ensure all IT related issues are addressed timely and consistently. This position will have some leadership, management, and supervisory responsibilities. This position requires the individual to be customer service driven, self-starter with a strong desire to work for an extremely fast paced technology driven company. This position supports a 24hr web server and will need to be available 24/7 in case of an outage.

Essential Functions:

- Provide evaluation of computer software, multi-media, telecommunications, and other technology products and resources.
- LAN and WAN network creation, implementation, and maintenance.
- Installation, implementation, and maintenance of network switches, routers, firewalls and Wi-Fi devices.
- Installation, implementation, and maintenance of Microsoft Windows Servers including:
 - Active Directory Domain Controllers on versions 2012, and 2016
 - Microsoft Exchange 2016 (@lcofs.net)
 - Configuring and maintaining Shared Storage on Windows Server 2012
 - Configuring folders for end users and securing them with permissions for groups and end users, and creating network shares, and mapping them to user computers and end devices
- Define the purchasing needs; including but not limited to: computers, printers, scanners, cameras, cellular phones, and software
- Installation and implementation of equipment.
- Troubleshooting, maintenance, and repair of equipment including but not limited to servers, switches, routers, Wi-Fi access points, computers, printers, scanners, cameras, cellular phones, and software.
- Troubleshoot and assist with VoIP phone issues and escalate to provider as needed.
- Creating technical documents defining the use and care of technology equipment and software.
- Conduct software and hardware inventory and keep database updated.
- Work collaboratively with staff, and vendors/contractors when needed.
- Onboarding new IT staff and executing protocols for the separation of employees.
- Manage any and all project planning to ensure adherence to budget, schedule, and scope.
- Assist with various IT projects company wide
- Keep IT areas tidy and organized
- Other duties as assigned



Skills:

- **Active Listening** – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at appropriate times.
- **Analytical** – Synthesizes complex or diverse information; collects and researches data.
- **Problem Solving** – Identifies and resolves problems in a timely manner; Gather and analyzes information skillfully; Develops alternative solutions.
- **Planning/Organizing** – Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; discern between urgent, important, and non-urgent tasks.
- **Project Management** – Coordinates projects, and tasks; communicates changes in progress; Completes projects and tasks on time.
- **Technical Skills** – Pursues training and development opportunities; Shares expertise with others.
- **Judgment** – Displays willingness to make decisions; Exhibits sound and accurate judgment; Makes timely decisions.
- **Critical Thinking** – Uses logic and reasoning to identify alternative solutions/approaches to problems.
- **Inter Personal** – Effectively collaborate with others to achieve objectives.

Attributes:

- **Oral Expression** – The ability to communicate information and ideas verbally with others and discerning between target audience.
- **Oral Comprehension** – The ability to listen to, and understand information conveyed verbally.
- **Written Comprehension** – The ability to read and understand information and ideas presented in writing, as well as being discerning of target audience when responding in writing.
- **Writing Expression** – The ability to communicate information and ideas in writing so others will understand.
- **Meticulous** – Ability to be effective when addressing all parts of a task, with the most accuracy
- **Initiative** Ability to be work on projects by self; be inquisitive about the infrastructure, processes, deployed technology; be vigilant about business inefficiencies and risks and discern appropriate action to rectify those.



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Qualifications:

- Bachelor Degree in Information Technology; or
- Associate Degree in Information Technology, with three (3) years of experience in Information Technology:
- 2 years' experience with Management, Budgeting, Cost Control, and Project Planning.
- 1+ year Windows 2003/2008/2012R2 server experience.
- 2+ years establishing computer standards on desktops and laptops.
- MCDST or relevant experience.
- Working knowledge of LAN/WAN troubleshooting tool, FOB Systems, Firewalls, Active Directory, Microsoft Exchange, Microsoft Office.
- Must be flexible enough to work varying shifts as well as possible weekends if and when necessary or required.
- Loan Management System experience plus!
- Excellent customer service skills and self-starter.
- Must have excellent written and oral interpersonal communication skills.
- Must adhere to strict confidentiality in all matters. Will be required to sign a Non-Disclosure agreement upon hire.
- Must be able to work cooperatively with other staff and other IT departments.
- Must pass background check and pre-employment drug screening.

Physical Requirements:

Ability to work under and around desks, and data closets, including behind data racks.

Ability to lift 20-50lbs items.

Stamina and constitution to remain seated, and focused on Computer Monitor (s)

Availability for post office hours, and weekends, when business needs dictate.

Tolerance for moderate daily ambient noise levels.

Have transportation to meet shift requirements

Application Process and Return to LCO Financial Services:

1. Complete LCOFS Employment Application
2. Submit a Cover Letter
3. Submit a Resume
4. Submit 3 Letters of Recommendation

Submit all documents to:

LCO Financial Services

9790 N County Road K

P.O. Box 1506

Hayward, WI 54843