



JOB DESCRIPTION

Position: IT Manager

Overview:

The IT Manager is responsible for the overall management of company IT enterprise systems, application software, installation of network hardware and software, and database management. The IT Manager provides leadership to the effort required to protect the company's data, tools and information systems. Ensures infrastructure architecture standards to maximize efficiency and support platform compatibility. This position focuses on maintaining both internal IT service deliveries for employees, as well as managing external client relationships involving company-hosted, web-enabled, or outsourced solutions delivery.

Essential Functions:

- Deliver IT services in line with business requirements to internal customers, standardize platforms, and ensure Hardware/Software/Solution meets baseline compliance and implementation standards.
- Accountability for the overall provision of an end to end IT services
- Accountability for driving the IT service agenda and for facilitating and implementing IT service improvements across the business
- The communication and management of operational IT service issues
- Collaborate with internal IT teams to effectively deliver services to end users
- Accountable for accurate and timely delivery of monthly reporting to the business
- Selects, develops, evaluate and manage IT personnel to ensure the efficient operation of the IT function
- Perform any and all other projects and duties as assigned
- Willingness and skills necessary to find the root cause of issues along with solutions
- Travel required to assist Oakland, CA and San Jose, CA facilities.

Qualifications and Requirements:

- Bachelor's Degree in Computer Science, Information Technology Management or related field
- Minimum 5 – 7 years of IT Systems & Service Management, data center operations, server and storage management, virtualization technology, network and systems management, and related project management.
- Minimum 3 years' experience in a supervisory or management role within an Information Technology department.
- Ability and willingness to learn new technologies
- Effective interpersonal communication skills for establishing and maintaining effective working relationships staff at all levels and peers



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