



Position Description

Title:	Manager, IT Network & Cloud Infrastructure Support
Department:	IT
Supervisor:	Chief Information Officer
FLSA Status	Exempt
Profile:	F

Overall Position Purpose

This position exists to serve as the senior IT infrastructure architect and manager for the Inteleos IT Infrastructure department. Adhering to industry best practices, the Manager, IT Network & Cloud Infrastructure Support oversees the delivery of critical infrastructure services such as the selection, installation, configuration, and ongoing maintenance of local-area (LAN) and wide-area (WAN) networks, including Azure and AWS networks. This position will manage the team supporting our firewalls, routers, switches, wireless APs, physical and virtual servers, storage area networks, and other related security infrastructure. This position is expected to contribute to the development and delivery of the division's overall strategy and will work directly with the Chief Information Officer in its development. This position will also supervise and work with the Systems Administrator and Senior Service Desk Technicians to ensure high quality, highly organized IT support and service delivery to the Inteleos Community and associated stakeholders. Working closely with the entire division, this position will assist in the design and implementation of a Continuous Integration, Continuous Delivery and Continuous Testing (CI/CD/CT) workflow. This position will participate in the transition to a cloud first/cloud only infrastructure footprint and platform ecosystem. This position will ensure the IT Infrastructure operations are functioning effectively, efficiently and in accordance with organizational policies and goals and are executed and rolled out in a timely manner; and serve as a member of the Inteleos Management Team.

Core Responsibilities

- Lead the IT Infrastructure department on a day-to-day basis ensuring delivery of high-quality service to the Inteleos community and associated stakeholders;
- Work closely with the IT Development and Project Management teams on daily tasks, project planning, and project implementation and rollout efforts;
- Set, monitor, and report KPIs and OKRs for the department;
- Set and monitor SLA, SLO, SLIs for mission critical infrastructure systems;
- Maintain, manage, and evolve core networking hardware such as switches, firewalls, access points, and storage area networks;
- Oversee and evolve the backup and recovery plan to maintain established RPOs and RTOs;
- Manage assigned staff, their daily activities, training, professional development, mentorship, and performance evaluation to maximize potential and investment, and create a team-oriented environment;
- Assume significant responsibility in the forecasting, determining and setting of budget allocations required to meet departmental and organizational strategic objectives ensuring fiscal responsibility, strict adherence to the Board approved budget and financial policies, and monitoring financial trends to allow for strategic adjustments to assure maximum ROI;

- Act as the technical lead in conjunction with planning, designing, and developing IT solutions to complex business problems and providing expertise in technology infrastructure design, implementation, and maintenance;
- Assure that the IT Infrastructure Department is continually compliant with ANSI-ISO protocols and procedures and up-to-date Quality Assurance Procedure Manuals are maintained;
- Establish department policies and procedures; develop, plan and implement the overall strategic goals of an organizational information system;
- Evaluate and recommend changes to current and future data and infrastructure requirements to meet the organization's needs;
- Develop and implement policies and procedures for ensuring the security and integrity of the organization's network and the ability to implement an appropriate disaster recovery/business continuity plan;
- Develop, implement, and maintain IT departmental policies and procedures as required by ANSI for organizational accreditation; and
- Maintain familiarity of Inteleos staff policies and the functions of each Inteleos department and work as a positive role model and mentor/coach for all staff.

Required Education/Experience

- Bachelor's degree, Certification or equivalent in a related field
- IT Security Certification (CEH, CISM, CompTIA Security+, CISSP) or proof of training within the last two years
- Microsoft Certification (MCSE or any Azure related Associate)
- Minimum of ten years of experience as a mid or senior level network engineer or manager
- Minimum of four years of experience in an IT or infrastructure management role

Required Qualifications/ Skills

- Demonstrated knowledge of and experience with Windows system administration (2012/2016/2019) including Active Directory and Group Policy Objects within a VMware environment supporting at least 200 users and 40+ server environment;
- Demonstrated knowledge and application of networking principles, design, and operation within multi-site networks;
- Demonstrated knowledge and hands on experience managing, configuring, and maintaining Cisco ASA firewalls, Cisco Nexus and Catalyst switches, and Meraki Aps;
- Demonstrated knowledge and hands on experience with storage-area network (SAN) installation, configuration, and management. Dell EMC experience preferred;
- Demonstrated knowledge and hands on experience with SaaS security platforms including but not limited to Imperva, Mimecast, Umbrella, Microsoft InTune, and Netskope;
- Experience with tools including but not limited to Veeam, Lansweeper, JIRA, Asana, Zoom, Litespeed, Rapid Recovery, Ghost, and LogMeIn Central;
- Experience designing and maintaining mission critical replication infrastructure;
- Experience creating reports using security and network appliances;
- Experience designing, deploying, and running PaaS, SaaS, or IaaS in a Microsoft Azure or Amazon AWS environment including using cloud APIs for orchestration, load balancing, firewall, and DNS;
- Experience in developing and simulating breach and disaster recovery policies and procedures;
- Knowledge of desktop virtualization technologies such as VMWare Horizon, and Windows Virtual Desktop;

- Understanding of OWASP and security best practices;
- Understanding of Zero Trust security frameworks;
- Demonstrated ability to team build, mentor, coach, and lead and provide technical guidance to teams of varying technical backgrounds, specifically teams responsible for operating, monitoring, and maintaining network, security, cloud, and associated infrastructure systems;
- Demonstrated ability to effectively integrate IT, infrastructure, and security activities within an organization;
- Demonstrated ability to anticipate IT, infrastructure, and support service requirements in conjunction with other managers in the information technology function;
- Demonstrated ability to lead development of and enforce implementation of processes, standards, and documentation;
- Demonstrated ability to handle incidents, events, unplanned outages, etc. in keeping with an established procedure; demonstrated ability to effectively manage responses to complex hardware and software problems and manage simultaneous projects with aggressive but reasonable deadlines;
- Demonstrated ability to address staff issues which arise (coverage, non-fulfillment of duties, etc.);
- Demonstrated ability to use SLA, SLO, and SLI metrics to improve system reliability and team accountability;
- Hands-on experience working with Application teams to deliver leading platforms with tight deadlines;
- Act as a key partner between application development, project management, and infrastructure teams;
- High level written and verbal communication skills to communicate effectively with senior managers, colleagues, and other stakeholders;
- Highly analytical in problem-solving with the ability to apply original and innovative thinking;
- Ability to work under pressure and think clearly in challenging situations in a logical manner;
- Proven ability to discuss technical issues with people at all levels (customers, partners and support team members); and
- Comfortable working in a quarterly OKR driven team.

Inteleos Attributes

- **Accountable** – taking ownership of your work and delivers results. Being responsible for your actions.
- **Collegial** – being helpful, respectful, approachable and team oriented. Building strong working relationships and a positive work environment. Consider the thoughts and opinions of others.
- **Ethical/Integrity**– employee is honest and trustworthy when working with colleagues, volunteers, and other stakeholders. Lead by example.
- **Committed to:**
 - Creating the global standard of excellence in healthcare and patient safety
 - Excellence – Strive to excel in everything you do.
 - Quality – Taking the initiative, extra time, care and vigilance to get the job done right.
 - Continuous Learning
- Have a **Positive “Can-do” Attitude**-being ready, available and willing to get the job done and done well.

Supervisory Environment

- Works under executive guidance, with considerable latitude in determining work objectives.



- Makes decisions of considerable complexity on business or technical matters often in ambiguous contexts. Decisions have medium and long-term impact on a significant organizational function and frequently impact the organization as a whole.
- Incumbent has formal supervisory responsibility for work unit and/or external vendors or consultants.

Work Environment

The incumbent will work at a desk in an office environment either in the corporate office or in an approved remote setting. Evening and weekend work, and travel may be required. There are minimal requirements to lift or move equipment.

This description is intended to provide an overview of the responsibilities of the position. It is not all-inclusive and an incumbent in the position will be expected to perform other duties as required. The responsibilities may change over time. This description is provided for informational purposes only and does not form the basis of a contract.

Received by: _____
Employee Name/Signature

Date: _____