

Job Description

IT Manager

Primary Function

The IT Manager is an always-on-call technician who maintains all computer, network, print, Internet, office and data systems at the New University. Must be willing to commit to every Sunday to be considered for this position. This job may also be combined with the webmaster position to form the position of technical operations manager.

Major Responsibilities

1. Apply necessary software and firmware updates to server and seeding updates to downstream systems and network infrastructure
2. Install and configure all software and hardware within the New U as well as new systems
3. Troubleshoot all technological issues including printers, fax machines, Xerox machines, electrical and network infrastructure, application software, system software, server, layout, editorial and advertising computers
4. Back up all critical data onto magnetic mediums and archiving it onto DVD or CD ROMs and maintaining secondary boot drives in case of server failure to minimize down time
5. Maintain and organize Filemaker Pro database and Aperture Photograph Database
6. Adding and maintaining New U login accounts, LDAP Directory services, Authentication and security protocols (Kerberos and MD-5), e-mail accounts, group privileges and file access privileges
7. Instruct editors, interns and staff on computer software and hardware
8. Remain on call at all times to assist any staff members in need of tech support as well as verifying the server is correctly functioning via VNC or ADR protocols

Required Meetings and Hours

- The IT Manager must be able to commit at least 6 to 8 hours on Sunday, an additional 2-3 hours on Friday and anywhere between 2 to 6 hours during the week depending on error load and the amount of calls received
- The IT Manager must be reachable by cell phone at all times

Requirements

A wide range of technical skills are required to be IT Manager including:

- Intimate knowledge of Mac OS 8.x through Mac OS 10.x.x

- Working knowledge of network infrastructure and technologies including wireless network technologies and traditional phone and electrical infrastructure
- Basic office skills including faxing, printing and Xeroxing as well as how to clear out paper jams and maintain said machines.
- Computer configuration and setup
- Mac OS X Server administration including LDAP directories and basic Unix knowledge
- Working knowledge of Adobe Creative Suite, Microsoft Office, Mac OS X Server Utilities, Quark Xpress, Aperture, Filemaker Pro Client and Server and EC3 (formally Dantz) Backup technologies
- Knowledge of DHCP, AFP, Samba, LDAP, LPR, Rendezvous and Bonjour network protocols and security procedures associated with them
- Basic HTML and Web knowledge

Organizational Relationships

The IT Manager is directly supervised by the Advertising Manager, but also reports to the Editor-In-Chief.