



## Virtual IT Manager

### **JOB SUMMARY:**

A Virtual IT Manager (vITM) is responsible for supporting multiple clients both remotely and on-site, in addition to working internally with cross functional support teams. The vITM will manage small to mid-scale local and wide area network technology used by our clients. They conduct technology alignments following company standards, processes and procedures in order to keep the client operating at its highest efficiency. They are considered the client liaison with building relations directly with the client and working closely with the vCIO to provide strategic solutions. STS employees will always adhere to the company Core Values and align themselves to the STS Way.

### **DUTIES AND RESPONSIBILITIES:**

- Perform on-site technology alignment reviews for an assigned list of clients on a recurring schedule
- Develop and maintain technical knowledge of the assigned client environments
- Consult with clients on technology best practices and solutions to business technology problems
- Perform regular, proactive maintenance on various client systems
- Work with the other internal delivery areas to build and maintain a standards library
- Periodically review ticket history and service delivery metrics for assigned clients to identify recurring issues in order to minimize reactive issues
- Identify technical risk within assigned client environments and work directly with the vCIO to remediate these risks
- Cultivate a strong technical and business relationship with assigned clients
- Travel is required as needed.
- The company reserves the rights to add or change duties and responsibilities at any time.

### **QUALIFICATIONS:**

Experience with the following technologies

- Windows Desktops and Servers
- Microsoft Office Suite
- Hypervisors (VMWARE and Hyper-V)
- cloud technologies including IaaS, DaaS and DRaaS,
- Windows Services including DNS, DHCP and AD
- Exchange
- O365
- Cisco Meraki
- Backup & Disaster Recovery solutions

Additional qualifications include

- Strong customer service skills
- Exceptional organizational skills and the ability to follow documented checklists, policies, and procedures
- Excellent documentation skills



**EDUCATION/EXPERIENCE:**

- 4+ years troubleshooting and configuring small/mid-size Windows environments and networks
- Experience with PSA and RMM systems (ex: Autotask or Connectwise) is a plus
- Experience working with Law Firm environments & applications is a plus
- Document Management Systems like iManage or NetDocuments is a plus

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit while using hands to control a computer or other technologies. The employee is encouraged to stand, walk, and stretch with hands and arms.