

IT Supervisor

Generated on 06.15.22 for Polar Communications

Summary

Job Title

IT Supervisor

Department

Information Technology

Description

The **Information Technology Supervisor (IT Supervisor)** maintains the current computer network for Polar's information service's needs. Key responsibilities include installation, maintenance, documentation, testing, modification, and updates the computer network and related equipment to Polar. As well, this position will provide consultation of Network and Security IT services to Polar business customers.

The employee performing in this position will be directly responsible to the Chief Business Development Officer (CBDO) or in his/her absence, to the Chief Executive Officer (CEO). The employee shall cooperate and work with all other departments for the maximum benefit of the company as directed by the CBDO.

The employee shall work a regular 40-hour week. This position does not qualify for overtime. The salary is to be determined by the General Manager/CEO in accordance with company policy.

The employee shall adhere to approved published company policies and safety standards at all times.

This employee must possess a positive attitude and have the ability to work and get along with other employees. As the opportunity arises, be able to meet with and deliver exceptional customer service to Polar's customers.

Department: Business Development
Reports To: Chief Business Development Officer
FLSA Status: Exempt
Prepared By: Human Resources
Approved By: Chief Business Development Officer
Approved Date: 06.15.2022

Requirements

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assists all employees and departments with the set-up, and maintenance of individual company computers, including laptops and home computers used for business purposes.

- Researches, analyzes, develops, and creates detailed proposals for business customer's telecommunications needs. Makes recommendations and provides consultation in a professional and courteous manner.
- Provides in-depth consultation of network security items to include managed firewall, antivirus and endpoint security for business customers. Follows up with customers on an as-needed basis to ensure network security.
- Communicates with business customers on needs to set up software and/or hardware devices on their network in an accurate and efficient manner. May provide customer training to ensure clear understanding of the equipment.
- Participate in audits of cyber programs and projects. Track audit findings and recommendations to ensure appropriate mitigation actions are taken.
- Help create, review, and update security policies, procedures, standards and guidelines.
- Working with business customers to help them comply with their security policies and keeping the IT leads informed of their security posture
- Maintains current documentation of entire software and hardware LAN system; ensuring that all products on the system are properly installed and meet licensing requirements.
- Obtains and monitors maintenance contracts to keep current and stay in compliance with requirements.
- Develops, documents, and maintains adequate system security measures; including anti-virus software and provides authorized personnel remote access (Virtual Private Network) and maintain an up-to-date system of documentation.
- When requested, coordinates and assists Network Operations with system upgrades and documentation.
- Reports any breach of security or unauthorized access to company files immediately in writing to CBDO; this would include inadvertent access by Information Technology Supervisor.
- Maintains strict confidentiality of computer records, access to system and passwords.
- Develops a system by which unauthorized access to the company computer system and system parameters are monitored daily; preferably this system should be alarmed. In addition, access to this system should be always available to the CBDO.
- Keeps the computer area and equipment clean and performs other operator maintenance functions regularly.

- Researches new technology in hardware and software products to meet task requirements in all departments and makes recommendations in selection of new hardware and software when appropriate.
- Completes other duties as assigned.

*These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

QUALIFICATIONS

- Knowledge of computer operating systems:
 - Windows
 - Linux/Unix knowledge
 - Knowledge of ISP network delivering voice, data and video services.
 - Knowledge of best practices for security, maintenance, backups, and all proactive aspects of network maintenance.
- Knowledge of internet and network technologies, languages and platforms such as:
 - Email
 - HTTP
 - Networking, infrastructure, routing and protocols
 - Network security
 - Network disaster recovery
 - Redundant network design
 - TCP/IP
 - IPTV
 - QoS
 - SSL
 - VPN
 - VLANs
- Knowledge of computer and network hardware and software.
- Skill in operating various equipment including but not limited to:

- Routers
 - Switches
 - Firewalls
 - Routing protocols
- Considerable knowledge of the Company's billing and financial software.
 - Skill in operating various office equipment such as personal computer, various software programs, general office equipment, and telephone systems.
 - Skill in reading and interpreting technical documents and information.
 - Considerable knowledge of English, spelling, arithmetic and vocabulary.
 - Considerable skill in communicating expectations with requests and projects and follow through to completion.
 - Advanced reasoning ability with skill in identifying problems and resolutions.
 - Considerable ability to communicate well with a positive and friendly manner, both orally and in writing.
 - Considerable ability to maintain efficient workflow.
 - Ability to pay close attention to detail and the ability to maintain memory for an attention to details.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SUPERVISORY RESPONSIBILITIES

This position has supervisory responsibilities for the IT Specialist position. Participates in supervisor on-call rotation.

EDUCATION and/or EXPERIENCE

Minimum of a Bachelor of Science degree in Information Systems or related field. Three or more years of work-related experience in a windows environment performing service administration duties and providing hardware/software support. Preference will be given to individuals who have completed or are pursuing Cisco, A+, or Microsoft certifications.

CERTIFICATES, LICENSES, REGISTRATIONS

A valid and insurable driver's license in good standing under the Company's insurance plan is required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions upon request.

By signing below I am indicating that I have read the essential requirements and responsibilities for this position.

Signature

Date

Key Responsibilities

Results

TEAM LEADERSHIP 35%

1. Leads IT Specialists in all areas to achieve annual goals for the department.
2. Provides training, mentoring and accountability with frequent feedback to those supervised.
3. Completes reviews in a timely manner while communicating employee standing within the Company.
4. Assists and leads the department in developing training programs, accurate and concise reporting procedures, and sales initiatives as needed.
5. Promotes the optimum in public relations by instructing the IT Department personnel on the importance of meeting the public and all subscribers on a daily basis.
6. Assists in the motivation and training of personnel to optimize their performance in implementing procedures and policies to meet changing communication requirements.
7. Reviews time sheets to insure they are completed accurately for the work and employee involved in a timely manner.

TECHNICAL ABILITIES 35%

1. Consistently maintains hardware and software upgrades on entire company LAN system.
2. Assists all employees with the set-up, and maintenance of individual company computers, including laptops and home computers used for business purposes in a courteous manner.
3. Notifies the CBDO of any unauthorized installation of software or use of the system and assists CBDO or appropriate management personnel with investigations in a timely manner as needed.

4. Develops, documents, and maintains adequate system security measures; including anti-virus software and provides authorized personnel remote access.
5. Maintains current documentation of entire software and hardware LAN system; ensuring that all products on the system are properly installed and meet licensing requirements.

MANAGED SERVICES AND STRATEGY 30%

1. Continuously learns new programming, training, consulting methods and technologies.
2. Communicates with business customers on needs to set up software and/or hardware devices on their network in an accurate and efficient manner. May provide customer training to ensure clear understanding of the equipment.
3. Provides in-depth consultation of network security items to include managed firewall, antivirus and endpoint security for business customers. Follows up with customers on an as-needed basis to ensure network security.
4. Researches, analyzes, develops, and creates detailed proposals for business customer's telecommunications needs. Makes recommendations and provides consultation in a professional and courteous manner.
5. Assists CBDO with budget development and purchases.
6. Research new technology in hardware and software products and makes recommendations in selection of new hardware and software when appropriate.

Core Values

TECHNOLOGY & INNOVATION 25%

1. Embraces technology and understands its importance
2. Believes in and promotes innovation.
3. Seeks opportunities for professional and/or personal development.
4. Adapts well to change.

PEOPLE DRIVEN 25%

1. Understands others point of view.
2. Works to build and maintain relationships.
3. Accepts and uses feedback to maintain and improve performance.
4. Respects self and others consistently.

TEAMWORK 25%

1. Takes the initiative to help out without being asked.

2. Shows support for other departments and helps out when needed.
3. Utilizes effective communication skills that includes listening and communicating in both written and verbal format.
4. Takes responsibility for actions consistently.

COMMITMENT 25%

1. Takes pride and ownership in the company.
2. Positively represents the company's image to better the community.
3. Continues to create a positive customer experience in a direct or indirect role.