



## **IT Manager – LA**

### **Roles and Responsibilities**

- Work closely with Director of IT to ensure timely end-user support and quality of service
- Interface with all departments to assess and fulfill technology needs, and provide support on a project by project basis as needed
- Liaison between Vice and vendors for network and computer issues as required
- Integrate with HR on new hires and terminations, including new hire technology training and instruction
- Work closely with company executives to create and institute technology policies
- Creation and maintenance of infrastructure, such as cabling and user connectivity
- Act as advanced level support for escalated computer related issues
- Fix, update and maintain all desktops, laptops, and technology peripherals
- Coordinate repairs, software/hardware installations, delivery of new computers
- Act as liaison with printer support calling vendors (i.e. Canon) as necessary for maintenance and repair
- Provide training and support on new and existing software and equipment
- Establish, maintain and terminate new user emails and track user, server and email passwords
- Perform computer upgrades and troubleshooting
- Coordinate with departs on VICE events when tech support is needed, i.e. VICE upfront or Creators.
- Provide remote support for users abroad or at home
- Identify and implement finding and new technology related products to ensure productivity

### **Experience and Qualifications:**

- Bachelor's degree in Computer or IT Sciences.
- Minimum of 5 years experience in the information technology field.
- Preferable background in Media or Creative.
- Comfortable in a fast paced environment working on multiple projects simultaneously.
- Mac certification preferred
- SAN/XSAN experience necessary
- Network Administration/Cisco switching/Juniper switching/patch panel/VOIP
- Experience with the following applications Adobe/FCP/Office
- Imaging/Cloning/Enterprise backup and recovery
- Mail administration/Active Directory/Google Apps
- ARD, LogMeIn, Team Viewer
- VOIP administration, cisco, shortel/m5
- Firewall Administration



- Casper Suite

#### **HOW TO APPLY**

<https://workforcenow.adp.com/jobs/apply/posting.html?client=VICE&>