



**Position Title:** Information Technology Manager  
**FLSA:** Full Time, Exempt  
**DEPARTMENT:** Admin

This is a management-level position responsible for analyzing and directing all IT related activities of the organization with supervisory responsibilities for all staff assigned to the IT department. This position is accountable for ensuring continuity of computer services for computer users throughout the organization through planning, technical leadership, and project coordination.

#### **About PNWT**

Pacific Northwest Title of Kitsap County is a locally owned and operated independent title insurance agent. Our vision is to provide stellar service, with high trust and integrity so that when the choice comes to choosing a title and escrow company there is simply no other option! We are committed to making a difference in the lives of our clients and our community. Our culture strives to foster bold, ethical leaders creating trust, respect and integrity in a workplace. The PNWT environment values learning and growth while remaining committed to fulfilling a balance between life and work.

To remain a market leader, PNWT is undergoing an innovative transformation of the adoption and use of technology. We're looking for creative thinkers, do-ers, and color-outside-the-line thinkers to help us in our mission. If you're looking for an exciting opportunity to be on the front end of innovation and you think you have what it takes, we look forward to hearing from you.

#### **Duties & Responsibilities:**

- Perform all supervisory responsibilities associated with the IT department including employee related issues.
- Lead large IT projects, including the design and deployment of new IT systems and services
- Lead enterprise system administration for major network infrastructure and mentor/lead local area network administration of services
- Monitor performance of information technology systems to determine cost and productivity levels, and make recommendations for improving IT infrastructure
- Working with management to define IT infrastructure strategy, architecture, and processes
- Perform IT Vendor management to assess, recommend, and manage vendors supplying IT services to the organization
- Perform all hardware and software implementation, maintenance, test, troubleshooting, and help desk services related to same
- Manage enterprise network and data security

- Identify, recommend, and act where appropriate on opportunities to improve and update software and systems
- Develop and implement IT policy and best practice guides for the organization
- Design training programs and workshops relative to IT services and support for staff as necessary
- Conduct regular system audits
- Oversee and determine timeframes for major IT projects including system updates, upgrades, migrations and outages
- Manage and report on IT budget
- Providing direction for IT team members
- Establish and maintain effective professional working relationships with co-workers, and every level of management.
- Provide quarterly reviews of all projects, systems, budget, and personnel to management

**Qualifications:**

- Bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field, or equivalent experience
- 4-7 years of experience working in IT operations with at least 2 years in a leadership capacity
- Experience leading and managing IT projects and rolling out IT infrastructures across various technologies
- Excellent working knowledge of computer systems, security, network and systems administration, databases and data storage systems, and phone systems
- Demonstrable skills in managing on-premise and cloud computing services
- Experience in management of Windows services including Windows servers, databases, operating systems, and automated/managed deployment of patches and updates
- Experience in virtualization of servers and desktops; Virtual Private Networks; Disaster Recovery and Business Continuity
- General experience in help desk ticketing systems and workflow managed to a Service Level Agreement
- Strong data analysis and reporting abilities on IT systems and processes
- Strong critical thinking and decision-making skills
- Excellent project management skills and strong ability to prioritize
- Firm grasp on IT infrastructure and operations best practices
- Strong prioritization and time management skills with ability to meet deadlines
- Clear verbal and written communication skills
- Excellent customer service
- Strong sense of team work
- Strong ability to present technical data to non-technical management
- Ability to work under pressure
- Ability to handle sensitive/confidential matters
- A pro-active, quick, enthusiastic and flexible approach