IT Manager

SPAULDING CLINICAL aims to be the clinical research organization by which all others are measured. Pioneering in our approach to redefining how the industry perceives and achieves success; passionate in our pursuit of ingenious solutions that mitigate risk; loving in our care for our volunteers, customers and employees; and heroic in our ambitions to ensure the health and safety of people around the globe - Spaulding Clinical is taking **research beyond results** to create a marketplace of safer drugs.

Original Date: 17 Sep 2014

Revision Date: 06 Sep 2017

Job Summary:

The IT Manager interfaces directly with internal and external customers to provide support of IT assets, applications, and architecture/structure. Contributes to the development of new concepts, techniques, and standards, as well as supervises the IT staff. The IT Manager is responsible for overall platform architecture, assets, and hardware/software.

Essential Duties and Responsibilities:

- Interface directly with customers at all levels, both internally and externally, and other peers to provide lifecycle support of applications and contribute to the development of new concepts, techniques, and standards.
- Manage asset and application environments to include capacity planning, performance monitoring, incident and problem management, change and configuration management, and service level performance.
- Perform and maintain operating system patch management on all workstations and servers.
- Configure, maintain, and monitor all network components.
- Document setups and configurations of supported information systems.
- Responsible for the overall platform architecture for approved hardware and software.
- Responsible for deploying and maintaining a high-performing, secure, and reliable technical infrastructure.
- Establish and maintain developmental, validation and production environments.
- Assure efficient and accurate electronic data capture by providing leadership and direction during the implementation/operation of EDC systems.
- Participates in the review and installation of technology products and equipment.
- Manage/oversee on-site hardware maintenance and support including system configuration, hardware and software workstations and peripherals, operation systems and utilities.
- In conjunction with team leaders, is responsible for managing technology vendor relationships in a manner that ensures cost-effective and timely procurement of hardware, software, and services.
- Provide timely metrics on service delivery and customer satisfaction.

- Responsible for oversight of IT staff
- Ensures that technology-related policies and procedures, including data security policies, standards, and procedures are in place and adhered to.
- Ensures the IT staff members have clear goals and direction and develops a culture of service excellence.
- Communicates in a professional, effective, and timely manner with staff, management, and clients, including development of well-written emails, proposals, status reports, project plans, performance reviews, and misc. communications.
- Ensures adequate, capable, and well-trained staff and technical resources are available to meet growing needs.
- Collaborate with Quality Department to own, develop, maintain, and ensure training and compliance with departmental SOPs and Work Instructions.
- Responsible for departmental Quality Metrics and timely reporting of metrics data, and presenting of data during management review.
- Participate in computer software and hardware validation.
- Work with Validation/QA to define and create verification/validation planning and procedures.
- Ensures timely investigation and completion of CAPA's.
- May assist in departmental internal audits.
- Collaborate with HR Department to develop, review, and revise departmental job descriptions.
- Supervise departmental employees: responsible for directing and scheduling workload, completing performance appraisals, administering employee related policies, and ensuring compliance with company policies.
- Collaborate with HR Department on departmental staffing (hiring/transfers/promotions)

The Statements made in the job description are intended to describe the general nature and level of work being performed by people assigned to this job. These statements are not intended to be an exhaustive list of all responsibilities, duties and skills required of people assigned to this job.

Skills/Qualifications:

- Ability to read, write, and interpret the English language.
- Demonstrated expertise in all aspects of administration for Microsoft Windows operating system including installation, management, application deployment, and security.
- Strong VMware experience
- Demonstrated knowledge in network hardware and routing protocols including VLANs and VPN
- Excellent working knowledge of Active Directory including DHCP and DNS
- Experience with centralized administration and automated deployment of security/service pack updates and applications
- Experience with Group Policy and scripting with Power Shell or other scripting tools
- Experience with application and database installation and configuration

- Experience configuring SAN and NAS technologies preferred
- Excellent analytical and problem-solving skill including high degree of attention to detail and accuracy
- Basic knowledge and understanding of Quality Systems (SOPs, WI's, CAPAs, and internal audits).
- Basic knowledge and understanding of Employment Laws (FLSA, FMLA, ADA, hiring, termination, and harassment)
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- Excellent communication skills, both verbal and written, in technical and non-technical capacities. Able to communicate effectively and clearly present technical approaches and findings.
- Experience working with VOIP phone systems (NEC System)
- Experience with managing projects involving external vendors
- Experience working in healthcare environment is preferred.

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

- Ability to sit, stand, walk, reach with hands and arms, and use hands along with fingers, to handle or feel.
- Ability to lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include clarity of vision both near and far.
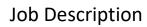- Ability to identify and distinguish colors.

Hazards:

- Potential for exposure to toxic or caustic chemicals
- Potential for exposure to blood borne pathogens

Education and Experience:

- Minimum of 3 years' experience in network or systems administration
- Cisco experience beneficial.
- Associates or Bachelor's Degree in related field of study
- Must be willing to work weekends and after normal business hours as necessary

Spaulding Clinical Research management has the discretion to hire personnel with a combination of experience and education which may vary from the above listed skills and qualifications.

This is to acknowledge that I have read and understand the above job description. This copy supersedes any others previously distributed. I further understand that Spaulding Clinical may change, add or delete any essential duties and responsibilities described at its discretion with or without prior notice.

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Employee Name (Printed)   Date

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Employee Signature