



## **Information Technology Manager**

### **Overview:**

We are currently seeking a qualified IT professional with excellent communication and problem-solving skills and a positive, can-do attitude to support our IT Department in our Indianapolis, IN headquarters. You will work daily with the business applications of Halo, LLC and work closely with the business applications users to ensure the sales, service, marketing, financial, and various software applications are helping Halo, LLC move forward. The IT Manager will provide support for day-to-day requests, user management changes, business report management, database management, and assist on other business application projects.

The IT Manager will also have full responsibility for all Halo Information Systems, networks, servers, and telecommunications. Direct Manager of all IT personnel. Enables the Halo companies to leverage information and technology to provide better products and services to our customers, employees, and suppliers. Helps the management team execute strategic business goals through the use of information technology.

### **Superior Performance Objectives:**

- Lead the IT group to an Industry Leading IT Department
- Efficiently implement the recommendations of the StructurePoint Audit while maintaining financial budgets
- Superior Promotion of a Team IT Environment. Positive, can-do attitude.
- Happy and Enthusiastic IT Employees
- Excellent support of monthly and annual MS CRM, MS GP, and MS AX procedures
- User community speaks highly of service and proficiency.
- Effective use of Portal (Halo Employees want to use Portal)
- Effective use of our Microsoft CRM (Halo Employees want to use CRM)
- High level of organization and automation of business procedures. Paperwork reduced in the process and corporate communication enhanced.
- Timely execution of specific task list items and scheduled reports.
- Redundant IT System Architecture so Halo Employees do not know when a system goes down.
- “Bullet Proof” Backup Systems and Disaster Recovery Plan
- Communications with Corporate Operations Manager and President are clear and frequent.

### **User Management Duties:**

- Add and update business application users for Dynamics CRM, Sharepoint Portal, Dynamics GP, Dynamics AX and other business applications
- Provide initial training on business applications as needed
- Enhance user management documentation and review annually

### **Business Application Support Duties:**

- Provide day-to-day support for business applications: Microsoft Dynamics CRM, Portal, and Commissions Management System
- Create IT document for knowledge base, user guides, and other various communication systems
- Add additional middleware features using Scribe Insight middleware software
- Travel to remote sites as needed in support of business applications
- Manage business application reports using Crystal Reports and Microsoft SQL Reporting Services: create new ones and update existing ones
- Assist with software upgrades
- Provide software programming support for the Commission Management System
- Assist with the implementation of new business processes for sales, service, marketing, ecommerce, accounting, and administration business areas
- Assist with project management of new business application projects

### **Qualifications:**

- Bachelors Degree in Computer Science / Information Systems (MBA or Masters preferred)
- Strong knowledge of Windows local-area and wide area networks, and IIS
- MS Certifications preferred
- Experience with Crystal Report Writer, MS SQL Server DBA, MS Great Plains, and CRM
- Training and/or demonstrated practical experience in computer skills

### **Attributes:**

- **A very positive disposition. Does not get discouraged easily but embraces challenges.**
- Excellent Leadership skills
- Loves information technology and how it can be effectively utilized to grow our business units.
- Superior technical trouble shooting skills.
- Patience to teach employees on IT related matters at their own level.
- Comfortable networking with external resources when appropriate to get the job done.
- Very Organized.
- Excellent Communicator:
  - With our Employees
  - With the Management Team,
  - With our key Customers, Suppliers, and Subcontractors,
- Positive, Energetic, and Optimistic
- Enjoys investigating and implementing new technologies.
- Great teammate to the rest of the employees.
- Maturity to work independently.
- Strong sense of customer service. (Servants heart)
- Willingness to perform routine tasks as well as complex ones
- Ability to deal with interruptions while maintaining progress toward completing the important tasks.
- Ambition and desire to succeed.

### **General Duties:**

- Lead, motivate, and challenge the IT staff and BMH employees to do their best and be successful!
- Updated, clear, concise IT policies and procedures.
- Excellent ambassador for BMH on customer service issues and supplier relations.
- Great external relationships with (Networking, Telecommunications, Computer Hardware, etc.)
- Out Source services as necessary (Satellite Office Support)
- Participation in corporate social activities.
- Maintains IT capital equipment inventory
- Timely execution of specific task list items and scheduled reports.
- Manages all software licenses
- Work with Corporate Operations Manager to set and maintain budgets for IT Department: Review in detail quarterly.
- Responsible for e-mail and Intra-company communications
- Upgrade and educate on new software releases
- Maintains information systems security clearances
- Maintain computers so that there is minimal down time.
- Maintain accountability of the entire computer resources in the company at all times.
- Comprehensive and Robust Performance Reports in all areas
- Ensure a 99.5% MS Great Plains availability with a repair time of less than 4 hours.
- Evaluate and install patches, and resolve software related problems.
- Instill positive attitude, respect, and teamwork among all employees
- Minimize Paperwork / email or real-time screen reports
- Spend time observing BMH employees using your applications to optimize them.
- Recommend and purchase computers, printers, etc.
- Ability to perform all coordinator functions -> develop ways to automate the process
- Attend computer / software trade shows
- Telecommunications Expert
- Accounting Integration
- Employee Training / Certification
- Archiving Database records as necessary
- Research new technologies and implement them to give our company a competitive advantage and achieve our corporate business strategies.
- Provide quick, professional responses to employees on IT related requests.
- Ability to effectively train all employees on IT related issues
- Ability to develop the IT Staff
- Effective use of our eCommerce solutions (Miva Merchant)
- Web Centric Knowledge Sharing (Intranet)