

Job Description

TITLE: IT Systems & Infrastructure Manager

DATE: May 2025

CLASSIFICATION: Exempt

DEPARTMENT: Information Technology

SUMMARY:

The IT Systems & Infrastructure Manager will manage all IT systems, projects, and services supporting the Georgia Hospital Association. Reporting to the Chief Information Officer, this role takes a hands-on approach to establish & maintain technical systems and organizational infrastructure, ensuring a secure, efficient, and reliable IT environment.

ESSENTIAL FUNCTIONS:

1. Systems Management

- Administer and configure systems like **Intune**, **Active Directory (AD)**, and **SSO solutions**.
- Oversee identity and access management (IAM), ensuring secure and efficient user authentication.
- Manage and maintain software deployments, updates, and patches across the organization.

2. Infrastructure Oversight

- Responsible for hardware, servers, storage, and network infrastructure.
- Monitor and optimize cloud services (e.g., **Microsoft Azure**, AWS) and on-premises environments.
- Handle data center operations and disaster recovery systems to ensure business continuity.
- Advanced knowledge of Microsoft (MS) Windows Server, MS Active Directory/LDAP, Group Policy, Azure, off hours/remote patch management/update strategies for transient devices

3. Security and Compliance

- Implement and monitor security measures to protect systems and infrastructure.
- Ensure compliance with industry regulations (e.g., PCI, HIPAA, FISMA) and company policies.
- Advanced knowledge of the design and function of security devices such as firewalls, endpoint protection, intrusion detection/protection systems and spam control devices

4. Project Management

- Lead infrastructure-related projects like system upgrades, migrations, and network optimizations.
- Collaborate with other departments to ensure IT systems align with business needs.

5. Monitoring and Troubleshooting

- Oversee IT operations to ensure systems run smoothly with minimal downtime.
- Diagnose and resolve issues related to systems, infrastructure, and connectivity.

EDUCATION:

A bachelor's degree is required. Degree in information systems, data, security, or a related field preferred.

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Certification, Licenses Preferred:

Certifications in various IT management areas are highly desired for this position. The list below are a few examples.

Microsoft Cloud Support Associate
Cisco Meraki Solutions Specialist Certification
Information Technology Infrastructure Library (ITIL)
Project Management Professional (PMP)

EXPERIENCE:

The candidate must have a minimum of five (5) years' experience in an IT Organization, including three (3) years managing information technology resources and two (2) years managing or supporting cloud infrastructure/services.

KNOWLEDGE & SKILLS:

1. Experience with M365, Azure, and associated technologies (Word, Excel, Access, PowerPoint, Project, OneDrive, OneNote, Outlook, Teams, SharePoint, InTune)
2. Solid understanding of Internet, Intranet, desktop firewall, email, mobile device management.
3. General knowledge of networked environments.
4. Broad knowledge of Network Infrastructure (Cisco & Meraki)
5. Experience with IT Security Audits and Remediation
6. Advanced problem-solving skills and the ability to work and communicate effectively with staff and management, both inside and outside the organization
7. Ability to utilize good judgment, demonstrates patience, and maintains a professional demeanor
8. Ability to follow standard procedures and detailed instructions
9. Advanced communications skills and the ability to handle multiple deadlines
10. Proficiency with remote, telework technology.

Working Environment:

1. Fast-paced work which requires standing, walking, bending, lifting throughout the workday.
2. Must be able to stand, stoop, lift up to 50 pounds, and push and pull items.
3. Must be able to sit for long periods when necessary.
4. Work requires visual acuity to use computer and to verify accuracy of written material.
5. A substantial amount of time may be spent in the data center requiring the ability to concentrate in noisy environments.

Equal opportunity employer as to all protected groups, including protected veterans and individuals with disabilities

DISCLAIMER:

This job description indicates the general nature and level of work expected of the incumbent. It is designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. This is an on-site role, though a hybrid schedule may be possible. Incumbent may be asked to perform other duties as required.