

## Pine Mountain Lake Association Job Description

**Job Title:** IT Manager  
**Job Code:** 50  
**Employee Name:**  
**Department:** Administration  
**Location:** Administration Bldg.  
**Reports To:** General Manager  
**FLSA Status:** Exempt  
**Prepared Date:** 6/27/23 ks

### SUMMARY

Responsible for installing and maintaining all Information Technology (IT) functionality at Association facilities, including Admin office, The Grill, Pro Shop, Maintenance, Equestrian Center and Marina locations.

### ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Oversee the operation of all computers within the Association including acquisition, configuration and installation.
- Evaluate, acquire, install and configure necessary operational software including MS Office and related programs
- Coordinate and support all Point-of-Sale (POS) devices
- Manage all computer networks at various locations including:
  - Acquisition of necessary hardware and software
  - Establishment of user rights and authorities
  - Determine and assign protocols for network access
- Troubleshoot network and desktop/laptop computers as required
- Perform and retain adequate backups of all computers and network servers
- Acquire, install and maintain required printers at multiple locations
- Manage and coordinate all telephone systems
- Coordinate high speed internet access with various vendors
- Interface with vendors related to IT functions
- Manage FOB access to all locations as necessary
- Research and recommend budgetary expenditures to enhance, improve and maintain all IT functionality
- Coordinate Preventive Maintenance tasks for all applicable devices and systems
- Train, educate and support all users as necessary
- Available nights, weekends and holidays for urgent IT-related responsibilities or tasks
- Regular, punctual attendance required
- Other duties may be assigned.

### SUPERVISORY RESPONSIBILITIES

Directly supervises internal and contracted IT support personnel.

### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### EDUCATION and/or EXPERIENCE

Associates degree (A.A.) from college or university; or two to three years related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS**

Ability to read and interpret technical specification of all related equipment. Ability to respond to common inquiries or complaints from employees, managers and the Board of Directors. Ability to effectively communicate complex technical requirements to users.

**MATHEMATICAL SKILLS**

Ability to work with budgeting and planning for future purchases. Understanding of computer interface parameters.

**REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with multiple abstract and concrete variables.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Extremely high level of Computer Networking, WMS, and TMS system literacy with knowledge and certification in LAN if needed.

**OTHER SKILLS AND ABILITIES**

Ability to work with specific computer software, e.g., MS Office, Navision and Windows. Ability to work with various Internet/intranet network management tools. Knowledge of computer data warehousing and maintenance skills helpful. Able to use calculators.

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

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls and reach with hands and arms. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Employee shall work well under pressure; meet multiple and sometimes competing deadlines. Employee shall at all times demonstrate cooperative behavior with colleagues and supervisors.