

Brooks Job Posting

Information Technology (IT) Manager/Administrator

Brooks, located in San Antonio, Texas, is one of the most innovative, master-planned developments in the United States. Founded in 2001, Brooks City Base, now known as Brooks, was created by the United States Congress, the State of Texas and the City of San Antonio to redevelop a former United States Air Force Base.

Brooks is a governmental entity created by the State of Texas and owns, operates and develops Brooks. There is in excess of \$300 million in infrastructure and vertical construction projects nearing completion, with an additional \$100 million plus of construction projects in various stages of closing.

Brooks offers excellent premium health benefits for you and your family and great retirement matching.

If you are looking for an opportunity where you can live, work learn and play, this is the job for you! Come and be a part of a very unique organization where you can play a huge role in the success story of Brooks!

SUMMARY OF PRINCIPAL & MAJOR RESPONSIBILITY: Manages the BDA's Information Technology processes in accordance with organizational policies and goals. Designs, manages, implements and ensures proper functioning of the BDA's IT resources. Helps departments utilize information systems to improve efficiency. Keeps computer equipment, hardware and software updated to meet organizational needs. Handles highly complex IT and telecommunications issues, and accomplishes the goals and objectives using creative and resourceful means that may deviate from traditional methods and practices. Manages all IT and communications-related contracts.

PRINCIPAL DUTIES AND RESPONSIBILITIES (Essential Functions):

- Models Brooks Core Values
- Coordinate information technology needs within various departments with appropriate planning, monitoring, and execution.
- Responsible and accountable for maintaining Windows Active Directory, network security, email services, spam filtering and all aspects of LAN. Utilizes contracted support.
- Responds to and diagnoses computer hardware and software problems.
- Administers and provides support to all IT resource users, including remote locations.
- Responsible for all desktop user support.
- Supervises, develops and mentors IT Support Coordinator.
- Manages all IT-related contracts, ensuring quality service to IT users.
- Maintains and supports network components. Installs network devices, troubleshoots and resolves network issues.
- Answers customer inquiries concerning systems operations; diagnoses system hardware, software, and operating problems; and recommends or performs remedial actions to correct problems.
- Oversees the installation of hardware and peripheral components Purchases, configures, installs and maintains all IT-related hardware and software.
- Enters diagnostic commands and observes system functions to verify correct system operations.
- Instructs users in use of equipment, software and manuals. Provides training, both individual and group.
- Loads specified software packages, such as operating systems, word processing, or spreadsheet programs, into computers.
- Maintains the software media and license inventory.

- Creates and manages the IT Disaster Recovery Plan.
- Recommends system modifications to reduce user problems, increase user efficiency, and improve application performance.
- Attends technical conferences and seminars to keep abreast of new software and hardware product developments.
- Administer a 50-plus user, IP-based telephone and voice mail system.
- Responds to use inquiries and provides support to IP phone users.

Other Functions

- Any other duties, as required.

JOB SPECIFICATIONS:

Required Knowledge, Skills, and Abilities (Requirements are representative of minimum levels of knowledge, skills, and/or abilities.)

- Ability to use all modes of communication, such as phone, fax, and the internet.
- Ability to communicate orally or in written form effectively with management, internal and external customers.
- Ability to anticipate and solve practical problems and resolve issues.
- Ability to work and foster harmonious working relationships with co-workers.
- Ability to establish and maintain relationships with managers, co-workers, and customers.
- Ability to read and write in English.
- Ability to read and comprehend technical manuals.
- Working knowledge of Microsoft Office (Word, Excel, Access, Power point).
- Working knowledge of Windows-based client-server networks and applications such as: MS Exchange Server, Sharepoint Services and MS Server Working knowledge of firewalls.
- Working knowledge of LAN, Cat 5e/6 and structured cabling systems.
- Working knowledge of Outside Plant (OSP) communications facilities and construction.

Education, Training and Experience

- Bachelor's degree in information technology AND
- Five years experience in information technology with successive supervisor/management experience, OR
- Equivalent combination of education and experience.
- Migrating physical servers to cloud services experience requested

Licenses and Certifications

- Valid Class "C" Driver's License

Computer Software

- Crystal reports

Please Submit Resume to:

jobs@livebrooks.com

NO PHONE CALLS PLEASE