



SePRO Corporation • 11550 North Meridian Street • Suite 600 • Carmel, Indiana 46032-4565
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Job Title: IT Systems Manager
Location: Carmel, Indiana
Supervisor Title: Information and Data Systems Manager

JOB SUMMARY

SePRO Corporation is seeking an experienced and dynamic IT Systems Manager to oversee and manage our entire IT environment, with a particular focus on cyber security, device management, and managing Azure cloud resources. The IT Systems Manager will coordinate and manage the activities of our Managed Service Provider (MSP), ensuring the seamless operation and security of our IT infrastructure. This role involves strategic planning, oversight of IT projects, and ensuring that all IT services meet the needs of the business.

PRIMARY RESPONSIBILITIES

- Oversee and manage the IT environment, including networks, servers, storage, applications, and devices.
- Coordinate and manage the activities of the Managed Service Provider (MSP) to ensure high-quality IT services.
- Develop and implement IT policies, procedures, and best practices to ensure the reliability, security, and efficiency of the IT environment.
- Plan and manage IT projects, including system upgrades, migrations, and new implementations.
- Monitor IT performance metrics and ensure that service level agreements (SLAs) with the MSP are met.
- Conduct regular reviews of the MSP's performance and provide feedback for continuous improvement.
- Ensure compliance with relevant regulations and standards, such as GDPR or PCI DSS.
- Develop and manage the IT budget, including cost management and forecasting.
- Provide leadership and direction to internal IT staff and ensure effective collaboration with other departments.
- Implement and manage robust cyber security measures to protect sensitive information and IT infrastructure.
- Manage and optimize Azure cloud resources, ensuring efficient and secure operation.
- Oversee device management, including the deployment, configuration, and maintenance of end-user devices such as laptops, desktops, and mobile devices.
- Implement and enforce policies for device security, including endpoint protection, encryption, and mobile device management (MDM) solutions.

EDUCATION, QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree in computer science, information technology, or a related field.
- Minimum of 3 years of experience in IT management, with a strong background in managing IT environments and working with MSPs.
- Proven experience in strategic planning, project management, and IT operations.
- Strong knowledge of IT infrastructure, including networks, servers, storage, applications, and devices.
- Excellent problem-solving skills and the ability to make decisions under pressure.
- Strong leadership and management skills, with the ability to lead and motivate a team.
- Excellent communication and interpersonal skills, with the ability to collaborate effectively with stakeholders at all levels.

- Relevant certifications, such as ITIL, PMP, or CISM (preferred).
- Experience with cyber security practices and technologies.
- Proficiency in managing and optimizing Azure cloud resources.
- Experience with device management/ MDM solutions and practices, including endpoint protection.

OTHER REQUIREMENTS

- Strong analytical and critical thinking skills.
- Ability to manage multiple projects and priorities simultaneously.
- Familiarity with SharePoint or data management/classification systems.

SePRO Corporation provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.