

**IT Manager**

Impact Makers is a mission-driven management and technology consulting company that delivers exceptional value to make an impact for our clients and the world. Our experienced teams help organizations manage transformation in IT, data, cloud and security with a focus on their customers and their people.  
We utilize our innovative business model to transform the business value of our work into social value for the community. We're committed to gifting 100% of our net profits to the community over the life of the company and our annual community contributions rival companies **100x our size**.  
  
This position is a contract to hire position for our client in Richmond, VA. Hourly or 1099 engagement with full time conversion opportunity with an amazing altruistic new company.  
  
**Summary Description**  
The IT Manager will use their technical knowledge, product knowledge, and problem-solving skills to assist with technical problems and implementation of new equipment and software. To be successful in this role, the IT Support Specialist should have the ability to implement, document, troubleshoot, and support IT equipment and environments utilizing a variety of applications and tools. This role will work and communicate closely with internal customers and vendors in all aspects of service and support to meet business and technical goals.  
  
**Responsibilities**

* Onsite and remote diagnosis and resolution of end user computing issues with appropriate escalation when required. (primarily Mac with more Windows devices being added)
* Thorough documentation of configuration settings
* Work well independently and within the team, prioritizing tasks appropriately
* Act as Helpdesk: Immediate response to service requests
* Manage service requests to closure and internal customer satisfaction
* Assist with other in-house and service activities as needed
* Assist with creating sustainable, supportable and reproducible solutions for customers
* First line of support for Office 365
* Manage physical security / badging system
* Develop Mac/Windows/O365 training and lead technology orientation for new hires
* Advise on optimal configuration/use of collaboration technologies - Teams, SharePoint, OneDrive
* Work alongside CIO to implement technology transitions/upgrades, etc. as needed

**Qualifications**

* Outstanding trouble-shooting skills: ability to quickly recognize root cause, and to make lasting improvements, not just patch symptoms.
* Experience troubleshooting both Apple Macintosh and Windows operating systems.
* Office 365 experience
* 3-5 years of relevant work experience OR an equivalent combination of education and experience.
* Knowledge of MS Teams, SharePoint and OneDrive configuration
* Knowledge of SmartSheets a plus

**Attributes**

* Enjoys being part of the team and working with others
* Desire to take on additional tasks and responsibilities and grow professionally
* Customer service focused via phone, email, and in person while maintaining soft skills at a high level
* Organizational & task prioritization skills
* Dedicated professional who is eager to learn
* Strong troubleshooting skills
* Must be available and willing to take part in after-hours on-call, maintenance, and installations

Impact Makers provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Impact Makers complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. 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.

**Details…**  
Travel: 0% Travel  
This is a management position  
This is a contract position