



# IT MANAGER

Pay Grade 14

Opening Date: 04/25/2023 until filled

Salary **\$55,518 - \$88,656**  
DEPENDING ON QUALIFICATIONS

**POSITION SUMMARY:** The IT Manager will be responsible for the operation, implementation & maintenance of hardware & software solution support both on-premises and cloud environments. Will work closely with vendors providing outsourced IT support to ensure integrity, proper functionality & availability of technology sources. Will analyze and coordinate needs of all users, assist, mentor & train users in the use of equipment, data source platforms & tools. Engage in continuous learning maintaining expertise in evolving technologies.

**MINIMUM REQUIREMENTS: (Any combination of education & experience that provides required knowledge & abilities)**

- Bachelor's degree in computer science, information systems/technology OR computer engineering with 1-yr experience or AA/AS degree with 5-yrs experience.
- IT Certifications applicable to desktop & mobile computer support desired
- Demonstrated proficiency in installing, maintaining, repairing desktop operating systems business applications, desktop computer hardware, peripherals & printers.
- Experience in network maintenance & user technical support
- Experience with remote desktop management
- Experience with SQL servers
- Website management experience a plus

**PREFERRED KNOWLEDGE & EXPERIENCE: GIS, WINDOWS DESKTOP OS, WINDOWS SERVER OS & ORACLE, XML & HTML, SQL RDBMS IMPLEMENTATION & MAINTENANCE, PYTHON & ARCADE SCRIPTING, APPLE & ANDROID IOS**

**APPLICANTS MEETING THE ABOVE MINIMUM REQUIREMENTS WILL BE EVALUATED FOR PREVIOUS TRAINING OR EXPERIENCE IN THE DUTIES, KNOWLEDGE, SKILLS AND ABILITIES DESCRIBED. THOSE APPLICANTS WHOSE TRAINING AND/OR EXPERIENCE BEST RELATE WILL BE GIVEN FIRST CONSIDERATION FOR THIS POSITION. APPLICANTS WILL BE EVALUATED ON THE LENGTH AND QUALITY OF WORK EXPERIENCE OF A RELATED NATURE IN PREVIOUS POSITIONS AND ON OTHER FACTORS SUCH AS:**

- Absenteeism records
- Current job performance ratings
- Reference from previous employers attesting to work habits, punctuality, reliability
- Academic record

APPLICANTS MUST HAVE THE ABILITY TO WORK WELL WITH SUPERVISORS, DEPARTMENT PERSONNEL AND THE GENERAL PUBLIC.

**SAMPLE OF DUTIES AND RESPONSIBILITIES:**

- Support common business & productivity software & hardware.
- Answer questions or resolve computer problems for NLRW users.
- Document user calls, issue resolution, & related processes & procedures.
- Consult with third party vendor regarding IT system needs & recommend changes or updates in programming, documentation, & training to address system deficiencies, & user needs.
- Develop & assist in maintaining required technical documentation.
- Assist with requests for information technology services, repair, or support requests, complaints, and inquiries.
- Participate in special projects as assigned.

Maintain a clean & safe work environment & perform other related duties as assigned.

APPLICANTS SHOULD SUBMIT A STANDARD NLR WASTEWATER UTILITY APPLICATION FORM TO:  
NORTH LITTLE ROCK WASTEWATER UTILITY, HUMAN RESOURCES DEPARTMENT  
POST OFFICE BOX 17898, NORTH LITTLE ROCK, ARKANSAS 72117

Applications can be filled out online @

[http://nlr.ar.gov/government/a\\_z\\_department\\_list/wastewater/wastewater\\_employment/](http://nlr.ar.gov/government/a_z_department_list/wastewater/wastewater_employment/)

North Little Rock Wastewater complies with Executive Order 11246, as amended, Section 503 of the Rehabilitation Act of 1973, the Vietnam Era Veteran's Readjustment Assistance Act, and applicable executive orders, federal and state regulations. North Little Rock Wastewater is committed to achieving a diverse workforce through application of its affirmative action, equal opportunity, and nondiscrimination policy in all aspects of employment including recruitment, hiring, promotions, transfers, discipline, terminations, wage and salary administration, benefits, and training.