



## JOB DESCRIPTION

Job Title: IT Manager  
Department: Operations  
Reports To: Director of Information Technology  
Classification: Regular, Full Time, Exempt  
Supervisory responsibility: No  
Position Start Date: ASAP  
Salary range: Depending on Experience

### **Position Summary:**

This position is responsible for maintaining excellent customer service standards and ensuring a high-quality technology experience. Responsibilities include managing tickets and preemptively finding and correcting problems.

This position also plays a supporting role to the entire information technology infrastructure. These responsibilities include, but are not limited to: network hardware, including routers, switches, and firewalls.

This position provides logistic and IT support at offsite meetings.

### **Key duties & responsibilities**

#### **Estimated % of Time:**

- 20% Helpdesk ticket reporting, follow-up, SLA enforcement
- 25% Handling escalated tickets
- 25% Pre-emptive network administration & management
- 15% Generating & reviewing quotes; justifying costs in light of business objectives
- 15% Other duties as required



**Essential Qualifications:**

- Ability to provide exceptional customer service in person, on the phone, or in writing
- Must think quickly and solve problems effectively and permanently
- Familiarity with scripting languages and basic network administration
- Strong organizational skills

**Compensation:**

In addition to a competitive salary, Visit California offers an excellent benefit package. We also offer a fantastic PTO and holiday leave package, 401(k) plan, parking, job-specific skill training and much more!

**How to Apply:**

Please send your cover letter, resume, two (2) writing samples and salary requirements to Sacramento Staffing Agency, at [help@sacramentostaffingagency.com](mailto:help@sacramentostaffingagency.com).

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