

## IT Services Manager

Founded by Detroit philanthropists George and Ellen Booth in 1904, the Cranbrook Educational Community is one of the world's leading centers of education, science, and art. Comprised of a graduate Academy of Art, contemporary Art Museum, House and Gardens, Institute of Science, and more than 1,600 students attending our Pre-K through 12 independent college preparatory Schools, Cranbrook welcomes thousands of visitors and students to its campus each year. Critics have called Cranbrook "the most enchanted and enchanting setting in America" and in 1989, it was designated a National Historic Landmark. The campus is located in Bloomfield Hills, Michigan, about 20 miles north of Detroit. For more, please visit our website: [www.cranbrook.edu](http://www.cranbrook.edu).

Responsible for the day-to-day delivery of IT support services to the Cranbrook Educational Community (CEC), the **IT Services Manager** will lead the IT Service Desk while maintaining positive relationships with CEC staff members and constituents. Provides professional leadership and operational management to the team while developing, implementing, and maintaining service standards and processes. Ensures IT support services is efficient, effective and adaptable to growth or change.

### **Responsibilities include, but are not limited to:**

- Ensure that incidents and requests are handled according to procedures and ensure that documentation is available and in an appropriate form for those providing support.
- Lead, manage and direct the IT Services Team.
- Foster an innovative customer-oriented service environment
- Assist in troubleshooting CEC members on reported incidents
- Assist with escalation of technical issues from team members
- Manage life cycle costing models for IT assets and services. Work with CEC members to develop purchase plans and identify purchasing economies of scale.
- Communicate effectively, acting as a key liaison with customers, team members and colleagues across the CEC.
- Promote and assist in the implementation of strategies, policies and procedures.
- Lead and assist in the implementation of new software and hardware systems.
- Obtain and convey information as needed.
- Work with end users and vendors processing hardware/software/peripheral parts and orders
- Participate in an on-call rotation to provide support for issues.
- Assume responsibility for related duties and performs miscellaneous projects as required or assigned.
- Consult with team members and technicians to resolve more complex incidents.
- Maintain attendance, punctuality, and performance standards set forth in Cranbrook's employee handbook. Maintain professional appearance and dress, to inspire end-user and contractor confidence and cooperation. Work with a high standard of precision, trust, security, and accuracy.

### **Requirements:**

- Associates degree in information technology or related field or an equivalent combination of education, training, and experience.
- Bachelor's degree in information technology or related field preferred
- ITIL Certifications preferred
- Requires a minimum of two years of experience with: Microsoft Windows and Office systems (e.g. Windows 7/10 Office Suite 2016/Office365), data networking concepts, Microsoft Exchange/Outlook client, software and hardware installation and configuration, PC

and printer setups, Networking fundamentals, remote support tools, Point of Sale equipment, and telecommunications troubleshooting

- Experience using an IT Service Management (ITSM) system to manage, allocate and monitor support tasks
- Proven experience of supervising or managing and developing an effective team in a complex environment
- Must have strong technical, team, customer service, and problem-solving skills
- Experience of managing computers and file permissions using Active Directory and Group Policy a plus
- Requires a valid Michigan driver's license with satisfactory driving record

Cranbrook offers competitive compensation and benefits that include medical, dental, life insurance, long-term and short-term disability, and retirement program with employer match. We also offer generous paid time off, 11 paid holidays and 3 floating holidays, employee discounts, and a unique environment in an educational setting that values collaboration.

For consideration, please visit the employment section of our website for instructions on completing and submitting an application, resume, and cover letter (**please note that a fully completed employment application is required for consideration**): [www.cranbrook.edu/employment](http://www.cranbrook.edu/employment)