SENIOR INFORMATION TECHNOLOGY (IT) MANAGER
JOB DESCRIPTION

Department: IT/AV   **Location:** San Francisco
Reports to: Chief of Staff   **Status:** Full Time
Manage Staff: Yes   **Rate**: DOE
Hours: 40 hours/week, may include nights/weekends **FLSA Code:** Exempt

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JOB FUNCTION:

The Senior IT Manager at The Walt Disney Family Museum (WDFM) is responsible for managing and guiding the museum's information technology (IT) and audiovisual (AV) systems and team members. This key role ensures seamless operation and optimal performance of IT and AV infrastructure and team during business hours and special events. The Manager is a strategic leader, guiding the museum in technological advancements and collaborating closely with museum management to implement new systems and solutions. The Manager will also work with various departments to offer suggestions, project management, and cost evaluation on proposed projects.

This position primarily focuses on IT infrastructure while managing AV functions.

DUTIES AND RESPONSIBILITIES:

IT Infrastructure and Strategic Management:

- Manage, develop, and direct an effective IT organization that meets the museum's needs.
- Collaborate with the administrative management team to enhance the automation systems of the museum's Front and Back Office functions.
- Design, execute, and validate the museum's backup and disaster recovery plans.
- Ensure strong and reliable network and telecommunications systems, with robust cybersecurity measures.
- Serving as a contact point for troubleshooting issues related to report generation and managing the database for the Dynamics 365 data.
- Assist in developing an annual IT budget, establish operating priorities, and monitor expenses.
- Manage the procurement, installation, and maintenance of software and hardware.
- Complete assigned IT and AV projects, ensuring alignment with the museum's strategic goals.
- Develop and implement the museum's IT cybersecurity plan in consultation with Museum leadership.
- Manage the IT team member(s) in daily tasks and assigned projects while providing guidance and training.
- Oversee yearly audit materials with the Finance team on prior year materials.

Information Management:

- Oversee the museum's information processing, storage, retrieval, and cybersecurity systems.
- Implement and manage Active Directory, Windows Server, Exchange, and other IT infrastructure components, including all POS and ticketing systems.
- Manage network communications, including DNS, WINS, DHCP, and LDAP, ensuring strong network standards and topologies.

- Utilize SAN and NAS storage technologies effectively to meet the museum's storage needs.

Systems Management:
- Perform and guide team on component-level troubleshooting of IT/AV equipment, including the Museum media playback devices are maintained by IT/AV staff.
- Act as a main point of contact for all Museum gallery and IT/AV upgrades with Museum leadership, designers, and contractors.
- Design and implement IT/AV strategic plan in consultation with Museum Management.
- Assist in developing an annual IT/AV budget, establish operating priorities, and monitor expenses.
- Manage IT/AV team members in daily tasks and assigned projects.

Project Management:
- Lead IT/AV projects from conception to completion, ensuring they are delivered on time, within budget, and to the required quality standards while working closely with other department leaders.
- Create and manage the IT/AV budget, including forecasting, expenditure tracking, and reporting, including creating and presenting RFP for larger projects.

Compliance and Documentation:
- Ensure all IT and AV systems comply with relevant regulations, standards, and best practices.
- Maintain accurate documentation of systems, procedures, and policies.
- Create, implement, and conduct a procedure for regular audits and assessments of IT/AV systems to ensure optimal performance.
- Additional IT and AV administrative responsibilities as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:
- Experience with both remote (Galaxy/BCAM, FreedomPay) and locally hosted (Counterpoint) retail management systems, with the ability to maintain operational efficiency across platforms and address connectivity challenges.
- Strong experience and knowledge working with Azure/Entra and Microsoft Dynamics 365, including running reports in CRM.
- Working knowledge of Active Directory, Windows server, and Exchange architecture, administration, and optimization.
- Experience configuring, deploying, and securing Windows servers and Windows-hosted services in an Active Directory domain.
- Strong knowledge of Active Directory Group Policy management and standard network services, e.g., DNS, WINS, DHCP and LDAP.
- AV hardware, software, and firmware knowledge while possessing superior skills to operate, maintain, and troubleshoot a broad variety of state-of-the-art AV equipment.
- Excellent customer service and interpersonal skills to relate and communicate to all levels of the WDFM community Including strong personnel management, supervision, and leadership skills.
- Ability to calmly handle crisis situations with minimal direction.
- Must be a team player.

EDUCATION AND EXPERIENCE:
- B.A. or B.S. in computer sciences is preferred or equivalent work experience is required.

- 10 years management and engineering experience as an IT Professional is required.
- Comprehensive understanding of IT Front and Back Office operations is required.
- Microsoft and Cisco certification is desired.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:
The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. Physical requirements include stooping, kneeling, bending, standing, squatting/crouching, crawling/kneeling, pushing/pulling, climbing (ladders) and reaching above the shoulders and lifting of up to 50 lbs. Lifting and transporting of moderately heavy objects, such as furniture, file cabinets, equipment, boxes, etc. Work may require occasional weekend and/or evening work.