

CAREER OPPORTUNITY

Senior IT Manager

Office Location | Cambridge, MA

The Company

Reputation Institute powers the world's most reputable companies. By tracking and analyzing stakeholder perceptions, we unleash the power of reputation to enable leaders to build better companies. Our RepTrak[®] model analyzes the reputations of companies and is best known as the Forbes-published Global RepTrak 100. Underlying the model is the RepTrak[®] methodology, the global gold standard for measuring reputation.

As the world's leading provider of stakeholder measurement, membership and management services, RI works with global brands like BMW, Lego, Pfizer, P&G and SAP. For 20 years, RI has been at the front lines of brand and reputation management, and now fueled by new investments and the success of our team members and partners in 40 countries, we are planning to aggressively grow our US operations in 2018.

Known globally as the reputation experts, RI delivers our data, insights and best practices through hands-on client engagements, subscription services, and our Reputation Leaders Network (RLN) events and executive training. Over the this year, we also plan to launch new SaaS tools and add-ons that bring our stakeholder benchmark data to new markets and popular analytics platforms.

The Role

RI is looking for a hands-on Senior IT Manager Engineer reporting to CTO to provide enterprise-level assistance to all of our Global offices and clients. The ideal candidate should be well versed in all operational components of IT, including network, MS Office component, firewalls, and server technologies. This position is also responsible for providing leadership in the areas of Service Desk, Cloud Infrastructure (AWS), business continuity, compliance, enterprise security, **Hardware / software updates** and disaster recovery planning.

Specific Responsibilities include:

- Oversee daily operations of the assigned IT teams to meet the needs of the end user and provide solutions with sustainability. Focus on corporate goals and objectives to provide technology solutions through the work of a team
- Responsible to manage IT tech team in US and Europe (Madrid) and their day-to-day performance
- Monitor the effectiveness of the incident management process for efficiency and effectiveness
- Develop and Train Help Desk Staff

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- ***Implement, maintain and document IT Processes and procedures***
- Lead operational best practices by establishing standardized operations and support methods, procedures, and policies
- Direct all activities associated with the health, performance, and reliability of all laptops, and phones, for the organization, including capacity planning, availability trending, and general performance
- Develop Service Level Agreements to set expectations and measure performance. Gather and analyze metrics to benchmark workload, performance, and identify trends
- Provide direction to ensure an optimal IT hardware and software asset lifecycle
- Remain current with developments in the field of technology and management and evaluate feasibility of incorporating newest solutions into IT projects, workflows, processes, and procedures
- Manage Microsoft yearly true-ups and EA/MPSA renewal
- Maintain jovial relationships with clients

Professional Qualifications

To be qualified for this role, you should hold a degree in a relevant field, like Computer Science, IT or Software Engineering with at least 6+ years of experience as an IT Manager. Senior-level hands-on experience in the desktop support, managing SLAs/metrics in coordination with contractual and business needs. Experience with Microsoft, Linux or AWS certification is a plus. Ultimately, you will be a person our customers trust. They will rely on you to provide timely and accurate solutions to their technical problems. This is a full-time position and candidates must be willing to work on-site at our Cambridge office during the work week.

- Experience with Jira Service Desk, Agile Methodology, and knowledge-based systems is a must
- AWS, VPC (AWS), Open VPN, Site-to-Site VPN administration
- Extensive Knowledge of networking, Windows/Linux Servers, Office 365, SharePoint, and cloud management system (AWS)
- Previous experience dealing with support cases or requests via e-mail, telephone and in person
- Analyzing call logs to spot common trends and underlying problems
- Understanding of change and release management
- Comfortable interacting with wide-range of customers and technical issues

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- Working with employees to identify computer problems and advising on the solution
- Excellent customer service skills

An ideal candidate will possess:

- Superior interpersonal skills including speaking and written communications.
- Language Fluency: Professional Level English (Required)
- Willingness to travel if necessary
- Legal ability to work in the US

Compensation

The **Senior IT Manager** compensation includes a competitive base salary, annual performance bonus and a comprehensive benefits package. Reputation Institute is committed to diversity in the workplace and is an Equal Opportunity Employer.

For more information about the firm, please visit our website at www.reputationinstitute.com.

Please address all cover letters and resumes to Debra Sulser, VP of Global Human Resources, recruiting@reputationinstitute.com.

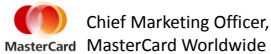
Hear what our clients and team say about RI

RI is the best place to grow as a professional. We work hard and we have fun doing it. Simply put, we are the Gold Standard of reputation management. Our Founders literally wrote the book on it and our clients sing our praises.

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What organizations say about RI!

"Our CEO now utilizes quarterly general-public reputation measures in 15 countries consolidated into a single dashboard to report to our Board. Reputation Institute's framework has helped us understand our stakeholders."

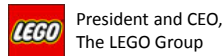


"To be ranked among the most reputable companies is a great honor, and a reflection of what our 325,000 team members strive to deliver every day."



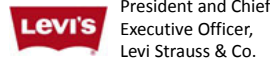
Expertise
Honest Integrity

"We believe the survey is a great way to measure how we perform as a company and we remain dedicated to continue to live up to the expectations children, parents and other stakeholders have on us."



Global RLN

"A large part of Levi Strauss & Co.'s successful 162-year history is our commitment to quality apparel that never goes out of style and an unrelenting focus on innovation."



Teamwork
Advisor

"We believe reputation is built on our commitment to customers to provide quality, innovative products and back them with integrity."



"Bacardi strives for continuous progress and improvements in everything we do. It's very rewarding to see that we are making real strides in corporate governance, innovation, reputation and overall citizenship with others around the world taking notice. A three-point jump in just one year to the number 90 spot in the Global RepTrak 100 rankings is extremely satisfying."



What our team says about RI

"To me, RI is an opportunity to create a legacy in reputation measurement and management. The chance to do great work, be great, and expand upon our reputation as the gold standard in our field of reputation."



"It means transparency, collaboration and partnership across offices and departments."

"We share the same financial goals – and we show each other the respect deserved. We have a spirit of we win together. No one person can claim all the success and no one person takes all the blame."



"A better system of communication and transparency. I do know that geographical distance presents an issue, but I do believe that it will be of high value if we learn more about the people in different offices."

"One RI is a mindset, a way of working, and a collective goal. Globally we need to unite around a common purpose and to collectively work towards the same outcome."

"I recently joined RI and from my vantage point One RI means that although we are dispersed throughout the globe we share a single vision."

For more information about the firm, please visit our website at www.reputationinstitute.com