

## **Center For Digital Imaging Arts at Boston University**

274 Moody St., Waltham, MA

www.cdiabu.com

Position: **Information Technology Operations Manager**

### **Overview:**

The Center For Digital Imaging Arts at Boston University offers higher education full & part-time Certificate programs to students seeking advanced skills in one of the following disciplines:

Digital Photography

Film and Video Production

Graphic and Web Design

Web Development

Audio Recording

3D Animation

### **Job Description:**

The IT Operations Manager is responsible for providing technical and operational support for all information technology resources and services at CDIA. The ideal candidate for this position will possess proven technical and management skills, be comfortable in mixed system environments (Mac, Windows, Linux), formulate strategies and goals, manage projects and incorporate new skills and technologies as needs evolve within the organization.

### **Responsibilities:**

- Manage day-to-day operation of IT infrastructure and supervise IT staff.
- Oversee Intranet, email, file servers, sharepoints and databases hosted on premises or at off-site data centers.
- Support the organization's local area network (LAN), wide area network (WAN), and Internet systems.
- Manage relationships with technology vendors associated with CDIA.
- Oversee the school's helpdesk system and manage IT dept. response to end-user requests or issues.
- Supervise and / or perform hardware upgrades, repairs and maintenance when needed.
- Track warranties, service agreements and software licensing - renew or extend when necessary. Monitor compliance with these agreements.
- Oversee software deployment tools & methods.
- Manage data backup, recovery and security procedures.
- Oversee the network manager, firewall administration and network security.
- Maintain inventory of computers, phones and computer equipment.
- Provide recommendations for improved hardware, security and efficiencies.
- Coordinate with outside technology providers to resolve technical issues that may arise.
- Develop and/or document policies, procedures and technical setups.

### **Additional skills:**

- Linux, Mac & Windows server administration
- Working knowledge of TCP/IP, routing, VPN, Active Directory, WINS, DHCP and DNS
- Linux, Mac OS, Windows XP & Windows Server 2003
- Microsoft Office support (Outlook, Word, Excel)
- Virtualization systems
- voip

### **Experience in the following is helpful but not required:**

\* Career experience in one or more digital arts disciplines taught at CDIA

\* Radmind suite file system tools (used for sw deployment & system image control)

**Qualifications:**

- B.S. degree with emphasis on computer science or information systems, 2 years experience in management roles

**Compensation:**

- \* Salary commensurate with experience
- \* Full-time position with medical and dental benefits
- \* Access to school resources
- \* Reduced tuition for eligible staff enrolled in CDIA programs

This is a salaried position so candidates should be flexible with their availability.  
Monday thru Friday, 8:30am -5:30pm.

Applicants must be legally authorized to work in US. Local candidates only please.  
Send resumes in PDF format to:  
itjobs@cdiabu.com

DO NOT CALL -  
Eligible candidates will be contacted for follow-up interview.

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