



IT Manager | Denver

15+ years of experience

We're looking for a well-rounded IT Manager team member to join us in our Denver office. Norris Design is a worldwide strategic partner in planning, landscape architecture and branding with expertise in placemaking. We create value for our clients by combining excellent service with innovative solutions that can be implemented. See what we mean at www.norris-design.com.

What do we have to offer?

You'll be surrounded by strategic designers and creative people who love what they do and are forging their own career paths. You'll work with Norris Design team members across the nation who are all pursuing a broad variety of work in diverse sectors and interacting with our consultant teams on pursuits of every type and size. We believe it is our people that make our places so impactful. You'll have access to great technology, skill sets and creativity that knows no boundaries! And you'll be mentored, no matter how much experience you have — we foster partnerships built on respect, trust and a culture of collaboration that leads to better design. Our culture empowers people to jump in, advocate for progress and celebrate a diversity of ideas to bring our clients' visions to life.

Our Baseline

The Norris Design IT Manager is responsible for the firm wide information technology solutions required to deliver industry leading hardware and software solutions that meet the business needs and support the company growth by providing trouble free, efficient, IT resources for 175 users, across 9 offices. Responsible for the general availability, set-up, installation, troubleshooting, maintenance and performance of the information technology systems, infrastructure, security, hardware and software. This includes coordination with external vendors for support and maintenance activity as well as collaboration with appropriate internal staff of 2.

The IT Manager role requires good communication skills with the ability to work with users diplomatically, empathetically, and skillfully. The IT manager will mentor and train the Help Desk team to apply sound judgment and decision making in the diagnosis and resolution of computer hardware and software problems for the Norris Design network and users.

Key Accountabilities

Network/Infrastructure and Firm-Wide Support (60%)

- Establish the measurement of performance requirements and user satisfaction in the key areas of operating systems, telecommunications, network management, desktop support and application performance and effectiveness. Help to identify the need for upgrades, configurations or new systems and partner with key leadership to evaluate the cost/benefit.
- Ensure data security and back-ups follow best practices. Monitor and respond to security, firewall breaches and violations of IT policies that compromise security. Develop disaster recovery and business continuity plans and process to minimize the financial impact of downtime to Norris Design.
- Maximize user performance and efficiency.
- Proactively execute all required network updates and maintenance. Monitor infrastructure resources for capacity, usage, uptime and minimize unscheduled downtime.
- Identify and plan firm wide information system specific improvement projects. Manage and prioritize the project stream, collaborating to define the project and meet the business need. Works cross functionally within the organization and with 3rd consultant to complete projects on time and on budget.



- Maintain active directory of user accounts, group membership and Zoom communications contacts.
- Lead new software and hardware vetting, testing, training and implementations.
- Execute network modifications to reduce user problems based on empirical Help Desk issues.
- Collaborate with management at all 9 office locations to ensure IT needs are being met and to ensure all offices are meeting security and user behaviors protocols and policies.
- Manage inventory tracking and procurement of all network and infrastructure hardware while being a good steward of company resources. Maximize the ROI by managing the full life cycle of all IT equipment.
- Develop production and collaborative relations with both hardware and software vendors.
- Create and keep up to date all network diagrams and documentation.
- Drive for continuous improvement, cost control and waste reduction. Embrace continuing education to keep up with advances in technology, continually developing product knowledge including software and hardware capabilities.
- Develop a proactive 3-5 year IT strategic plan
- Mentor and train the internal IT staff to consistently advance their skill level in order best service users and administrative all IT across the organization.

Help Desk Support (25%)

- The IT Manager will lead and support the Help Desk team members that perform a variety of support tasks (both on-site and remotely), including analyzing, documenting, testing, maintaining, troubleshooting, and supporting of PC hardware, operating systems, software applications, peripherals, and communication devices for the entire organization.
- Lead, support and supplement the Help Desk in its duties outlined below:
- Deployment of user hardware leveraging high level expertise in Imaging (SmartDeploy expertise preferred)
- Responds to help desk tickets, telephone calls, email and personnel requests for technical support.
- Managing Help Desk ticket queues. Evaluates and escalates support requests as needed.
- Provide technical assistance for all IT related hardware (phones, AV equipment, printers, PCs, copiers, webcams etc).
- Provide hands-on and remote support for Windows, systems in an Active Directory environment, Office 365, and network connectivity.
- Communicate with software and hardware vendors when appropriate to resolve user issues.
- Documents, tracks and monitors the problem to ensure a timely resolution in the help desk ticketing system.
- Ensure that all incidents are promptly and accurately documented so that up-to-date information is available at all times. Track Incident from the first report to resolution.
- Follow-up on resolved Incidents to check the quality, get user concurrence of incident closure, and report user satisfaction.
- Establish (or update existing ones) and maintain data in a knowledgebase document to capture best practices resolutions to facilitate quicker diagnosis and resolution for future similar incidents.
- Provide proactive equipment maintenance to make sure PC's/ Laptop's, printers and other hardware are functioning properly. Take measures to avoid downtime and monitor to keep things running smoothly.
- Ensure all our Zoom-based conference rooms are working and ready for use every day.
- Ensure all on-site printers are working and ready for use every day

User Training and Asset Management (15%)

- Provides ad hoc end user training as needed to promote future "self-troubleshooting."
- Leverage Zendesk and other tools and technologies to promote "self-troubleshooting."
- Conduct Training sessions to end-users on hardware functionality and software programs.
- Assist with new user training and onboarding.
- Assist with training documentation.
- Assist with asset management, to include receiving, unpacking, and inventorying new equipment.



- Assist in the creation and documentation of user machine specifications and troubleshooting related to unique specifications.
- When necessary, support the Help Desk in the setup and imaging of new machines.
- Help deploy new Laptops to internal and billable staff and ensure quality of systems.
- Help execute the 3-year cycle of hardware refresh of all user machines.
- Mentor the Help Desk team members to reduce the number of escalations by performing cross-training and knowledge transfer.
- Assist with the cleaning and redeployment of past employee machines.
- Assist with the management and deployment of subscription-based software licenses based on user role and job function.

Experience/Education/Certifications

- 15+ years of experience as an IT Manager
- Bachelor's degree in Computer Science; Management Information Systems or related field
- IT Infrastructure Certifications, such as MCSE: Server Infrastructure, MSCE: Azure Solutions Architect, MSCE: Windows Server Hybrid Administrator, CCNA/CCNP preferred
- Experience in AEC industry preferred
- Knowledge of revenue critical software programs such as AutoCad and Adobe Creative Cloud a plus
- Demonstrated experience working with Active Directory Users and Groups Management (ie - edit accounts, manage memberships, disable users, etc).
- Recent hands on experience setting up and managing servers, firewalls, switches, APC, back-up systems, tape back-up systems etc.
- Proven leadership ability to provide user focused support of Information Technologies (Desktop/Laptop, Conference Rooms AV, Network and Applications). Includes; user Hardware (Desktop, Laptop, Mobile Devices,) user Software (MS Suite, Office 365), Network Hardware (WAN, LAN and WLAN), data center equipment, and battery backup systems.

Working Conditions and Physical Demands

- Occasional travel to other office locations may be required.
- Primarily an in-office position. 4+ days per week on site, with some flexibility to work remote at times.
- The employee must occasionally lift and/or move up to 30 pounds. The employee is occasionally required to stand; walk; sit, bend/stoop, kneel, crouch, and reach with hands and arms

Full time team members are eligible for Medical, Dental, Vision, Supplementary Insurance and Dependent Care FSA and Healthcare FSA. A portion of the Medical and Dental premiums are paid for by Norris Design. Norris Design provides an employer paid Basic Life Insurance and Long-Term Disability Insurance as well as a 4% company match to our 401k plan. Team members that become new parents while employed by Norris Design also receive 6 weeks of paid family leave. Team members receives 8 paid company holidays per year and an accrual based PTO program starting at 15 days per calendar year. Plus year-round half day Fridays! The salary range for this position is \$110,000 to \$135,000.

Sound Interesting?

If you're intrigued, send us a cover letter, resume, and three (3) professional references to jobinfo@norris-design.com. Please include your name, years of experience and the position you are applying for in the subject line of the email.

No phone calls please.