



Position: B&W Control Systems Integration - IT Operations Manager

BWCSI, a wholly-owned subsidiary of Baxter & Woodman, Inc., is a fast-growing, but established firm that primarily provides control system automation, IT consulting, data development services and turnkey solutions for government agencies (municipalities, water/wastewater districts, police departments). The IT Operations Manager is responsible for the overall technical and operational management of our IT consulting work, as well as managing and performing (installing) the work related to our IT projects.

Position Duties:

- Reports to BWCSI General Manager for business and technology direction, standards confirmation, work responsibilities, and quality control. Works closely with SCADA Operations Manager to scope and coordinate SCADA/IT joint projects.
- Establish & implement department standards. Work with staff to continually improve department efficiencies.
- Maintain consistent quality work product and service levels for clients. Proactively manage client accounts and systems.
- Work with Group staff to successfully design and implement municipal technology applications (SCADA, AMR, GIS, Police Records Management, etc.) as well as standard business software.
- Has direct, regular interface with clients to assess, write, confirm, and train on technological scopes of work. Manages client expectations.
- Work with other IT team members (sometimes managing the project, other times as a team member) to maintain budget, schedule and client satisfaction.
- Assist the BWCSI Software Development team with software development design, testing, and implementation. Training & educational support is available.
- Work directly with clients & other staff (as top level support) to resolve technical issues.
- Monitor potential IT security threats (especially those that apply to our clients) and advise of recommended course of action. Provide documentation on violations (client-dependent).
- Maintain active presence in professional societies, groups, etc. Opportunities to present will be available.
- Participate in a rotating "on-call" schedule to troubleshoot network/server outages. Staff rotates on-call duties between employees. 30 minute or less initial (phone) response time to outages when on-call & 2 hour onsite response is expected.
- Work with BWCSI R&D to recommend/test new purchases and technologies that may benefit our clients. Prepare internal R&D budget and project recommendations.

Forward your resume to Jobs@baxterwoodman.com or fax to 815-444-3304.

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www.baxterwoodman.com



Requirements:

- This position requires 5+ years of experience in the Information Technology field minimum, 10+ years preferred.
- Bachelor Degree in related technology, business or equivalent experience.
- Existing consulting & client interaction required. Experience with writing proposals and scoping work preferred.
- Small team management experience expected.
- Advanced Microsoft certification(s) preferred, but not necessary (MCSA, MCSE, MCDT, etc.). Similar experience is acceptable, but it must be in a business environment.
- Advanced Microsoft Windows Server 2008/2003 (Active Directory) and Vista/XP Professional architecture, design, and configuration experience a must. Microsoft Exchange, SharePoint, and System Center design & implementation skills a significant plus.
- Must have a solid understanding of TCP/IP (Layer 3) routing knowledge, but Layer 3 programming skills are not necessary. Basic Internet-related firewall configuration skills are expected. Cisco ASA firewall (and IPSec/SSL VPN) experience a plus.
- Experience with government or public sectors & regulations a plus, but not necessary.

Location:

Crystal Lake, Illinois Office
8678 Ridgefield Road
Crystal Lake, Illinois 60012

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