JOB DESCRIPTION: Manager of Infrastructure Engineering

Company Overview

Keeping patients healthy is their specialty. Healthcare IT is ours. We strive to make technology invisible and allow our clients to spend as much time with their patients as possible. We never forget that it's not about bits and bytes but about how it all helps to make a patient smile, a loved one be reassured, and a caregiver feel confident. We manage IT services for medical practices, clinics, and social service non-profits so technology works for them, and not the other way around.

Employee Value Proposition

Handing a stethoscope to an auto mechanic doesn't make him a doctor. Anyone can "fix" a problem but it takes a specialist to diagnose, heal, and implement change for the long-term. At baytechIT, we understand healthcare, business, and technology (in that order).

Healthcare, because there is no other Managed Service Provider that can say "that's all we do."

Business, because we understand it all has to do with managing IT to make an organization more profitable, save them more money, or make them more efficient.

Technology, because we've designed and managed some of the most advanced healthcare IT networks on the planet and can back up our work by offering the only "thirty day out clause" in the industry.

For *us*, it's all about being one of *them*. Everything we say and everything we do must be about becoming a client's IT partner. An employee would never think about telling the boss that "it's not in my job description." They might think about it, but if they say it, it'll probably be the last thought they have as the door shuts behind them.

If we're going to *be* their IT department then we have to *act* like it. That means no in scope and out of scope arguments. That means always doing what we think is best for them knowing that if we put ourselves first, they can show us that door at any time and for any reason.

We'll never compete on price because no one offers more for one monthly fixed fee.

We're the experts but they're always right. If they're not, we listen and offer alternatives. No one likes a preacher (except in church).

The only attitude we carry with us is gratitude. We never forget that the lifeblood of every healthcare organization is technology. They've entrusted it to us. That's a responsibility we'll never take lightly.

Title
Manager of Infrastructure Engineering

Location
Western Massachusetts

Role Description
If you describe yourself as a manager, trainer, coach, and goal-setter, please consider applying for our position as Manager of Infrastructure Engineering.

You'll coordinate scheduling, training, coverage and work assignment for your team and be expected to provide feedback, coaching, regular one-on-one meetings, performance reviews, and development plans for direct reports. The manager may engage in the same activities as their direct reports such as trouble tickets, project work, and client meetings but is expected to set standards and process for service delivery of their team.

You should be familiar (and ideally an expert with) technologies used by your team including Windows, Linux, hypervisor/virtualization, Exchange, SQL, backups, Office365, Active Directory, mobile device management, remote monitoring and management platform, and trouble ticketing systems. You'll lead by example in the implementation of proper solutions for growth and scale and drive the team toward maximum use, integration of the tools at hand, and best practices for the technologies used by your team.

Skills, Qualifications and Education Requirements
- Provide leadership for a team of infrastructure engineers
- Coordinate schedules, training, coverage, and work assignment for the team
- Provide timely feedback, coaching, regular one-on-one meetings, performance reviews, and development plans to direct reports
- Provide technical expertise to team members when needed
- Focus on operational efficiency and growth strategy
- Travel to client sites, dress and interact professionally with clients, and work at client sites when necessary
- Lead technical requirements gathering, service improvement, and planning workshops as needed
- Maintain vendor/partner relationships
- Identify and manage the need for updates, upgrades, and refreshes
- Help identify LOE for future work
- Work with management to help shape policy
- Review and certify backups and business continuity procedures and plans
- Serve as an escalation point for client issues
- Publish and maintain internal and client documentation
- Have 4 years' management experience in IT, preferably with a managed services provider
- Have demonstrated experience with Healthcare technology

- Ability to look at multiple tasks, request, and issues and independently make good decisions to prioritize work for the good of the client
- 5 of years in systems administration
- Adhere to and enforce ITSM and IT governance
- Excellent customer service skills
- Excellent communications skills, both written and oral

And finally, every baytechIT team member will be expected to assess their own strengths and weaknesses, pursue training and development opportunities, strive to continuously build knowledge and skills, and share that expertise with those around them. Like any fast-paced environment, be prepared to react well under pressure, accept responsibility for your own actions, and always follow through on your commitments. It goes without saying but we'll say it anyway.

We're committed to treating every member of the baytechIT team with the same respect and consideration, no matter their status or position. We expect nothing less of everyone.

If you are interested in this position, please apply here.