

**Position Profile:**

The Infrastructure Manager is directly accountable and responsible for planning, designing, implementing, and supporting of the strategic road maps of technologies used at Curio Brands. Under general direction, maintains the integrity of the systems and/or network environment. The position leads technical teams, partially remote, in incident resolution, systems monitoring configuration, and problem analysis and leads deployment of new systems and/or infrastructure. The Infrastructure Manager has direct reports that consist of any of the following positions: Systems Administrator, Technical Support Analyst, IT Intern, or other similarly assigned roles.

**Work Responsibilities:****Systems Support:**

- Responsible for the overall design, installation, maintenance, configuration, and integrity of all systems used within the company (If it has a power cord, we are involved).
- Understand and own the technology footprint. Focus on improving performance of systems and/or network. Recommend and implement strategies to improve systems reliability and performance for the company not just the IT department.
- Ability to independently design and develop task automations to improve processing efficiency, repeatability, and quality.

**Team Leadership:**

- Lead the support team, providing guidance on work priority and higher-level technical issues.
- Manage all level of organizational support, across all departments.
- Act as a team lead to train, coach, and mentor others, and/or provide project leadership.

**User Support:**

- Provide in depth technical information to users as appropriate. Analyze more complex end user issues and recommends fixes or improvements
- Lead efforts with users to develop complex systems and/or network solutions. May act as user liaison on large projects
- 24/7 Support and on-call

**Staff Management:** Responsible for providing leadership to the team and ensuring that the team has the talent, resources, and readiness to meet team goals as well as ensuring maximum productivity and performance. Models CURiO Cornerstones and uses cornerstones framework in decision making.

- Effectively work within and potentially manage a multi-locational team under a fast pace and constantly changing circumstances.
- Hire, train and develop team, ensuring that each employee has a clear and thorough understanding of their role and responsibilities.
- Effectively orient new hires to CURiO culture, structure and specific role and responsibilities, ensuring a positive and productive employee experience.
- Utilize the company's performance management program as designed to align individual performance to overall performance objectives. Provide ongoing performance feedback. Identify and take appropriate action for non-performance.
- Guide and coach direct reports to produce business results by working collaboratively within and among cross-functional teams.
- Support employee development, offering opportunities for expansion of skills and capabilities to prepare for career growth.
- Ensure all CURiO communication is disseminated to the team in a positive and timely manner.
- Administer all internal policies and procedures in accordance with company, human resources, budgetary, and finance guidelines. Ensure accuracy of staff data records.

**General Responsibilities:**

- Supports CURiO Cornerstones and strives for individual leadership by using cornerstone behaviors in the workplace and in daily decision making.
- Follows all policies and procedures of the company. Works cooperatively with all departments, maintaining a positive work atmosphere by acting and communicating in a manner that promotes cooperation with co-workers, supervisors, and managers.
- Actively seek individual development through taking advantage of opportunities for skill enhancement. I Keep up to date with the latest best practices, trends, concepts, and regulations in the specific job area.
- Manage time effectively, meet personal goals and work effectively with other members of the team to meet CURiO goals.
- Follows all safety guidelines and polices. Makes supervisor/manager immediately aware of any observed safety issue. Keeps work area clean, safe, and organized.

Position requires extended work hours as necessary to meet seasonal deadlines. Performs other work as assigned.

#### Minimum Qualifications

- Bachelor's degree in Information Technology or related field or equivalent experience.
- Five years' experience in IT infrastructure and/or network support.
- Three years' experience effectively managing, supervising, and coaching technical teams

#### Computer and/or software qualifications:

- Basic level of proficiency in Microsoft Excel, Word, Outlook
- Intermediate level of Proficiency in at least one programming languages
- Knowledge of client-server and Internet systems architectures.
- Working knowledge of standards and protocols: TCP/IP, DNS, DHCP.

#### Core Competencies:

- Ability to communicate and interact effectively with managers, co-workers, customers, vendor and other partners.
- Ability to communicate effectively in written and spoken formats
- Ability to communicate technical information to non-technical users.
- Ability to demonstrate flexible and efficient time management and to appropriately prioritize workload based upon organization or departmental needs.
- Ability to exercise a high degree of discretion and independent judgment.
- Ability to exercise sound judgment in making decisions.
- Ability to maintain a friendly presence and helpful attitude.
- Ability to process, maintain and protect company confidential/proprietary information
- Ability to work effectively within a cross locational team environment

#### Preferred Qualifications:

- Two years managing large projects.
- Extensive team leadership and mentoring experience.
- Three years plus experience with Enterprise level Infrastructure.
- Budget planning experience.
- Certifications, such as VMware, Microsoft, Cisco, ITIL, PMP.

**Travel Requirement:** Up to 20%

#### Hybrid Working Environment and Physical Demands:

- General office or home office environment: Works at a desk in a well-lit, air-conditioned cubicle/office/home office, with moderate noise levels.
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*\*\* Note: This job description does not restrict CURiO's right to assign or reassign duties or responsibilities to this job at any time. This document does not create an employment contract, implied or otherwise. It does not alter the "at will" employment relationship between the company and the employee.*

