



JOB TITLE: Manager Information Technologies- Sacramento, CA (55800916)
REPORTS TO: Area Director, Ad Sales Operations, CA Region
LOCATION: Sacramento, CA

ESSENTIAL DUTIES AND RESPONSIBILITIES:

A successful candidate in this role will have substantial experience in a leadership role with a large organization. They will be able to build, lead and engage a team in successfully implementing vision and strategy to affect the overall success of the business. This person will be responsible for focusing on essential tasks to maintain and grow a customer service environment and the delivery of world-class services to our customers. The IT Manager must be able to utilize effective interpersonal communication at all levels of the organization, building and fostering key relationships with other departments to collaborate on the achievement of established goals.

PREFERRED QUALIFICATIONS:

- Develop and manage standards relating to the daily operations of the Regional Information Technology team.
- Maintain training for sales, traffic, and any operations staff in regards to applications, systems, or standards/policies.
- Provide coaching and development to direct and indirect reports. Hold direct reports accountable for a high level of performance.
- Partner with the management team to align the IT department policies and systems with the company's objectives.
- Develop and implement procedures pertinent to the effective and efficient operation of the IT Department.
- Set performance standards to meet service goals of company. Coaches IT Team in order to achieve high performance. Structures the training agenda for department members. Measures IT personnel performance and makes employment decisions.
- Responds to internal and external customer inquiries and problem solving in a professional and effective manner. Acts as a resource in resolving customer issues brought to the department by utilizing expert IT process knowledge and strong leadership and problem solving skills.
- Develop relationships with key contacts within all markets as well as accounting, sales, and management to meet and exceed organizational and department objectives.
- Responsible for maintaining a high level of quality control for all help desk activities at the regional level.

- Oversee the routine maintenance and troubleshooting all company assets.
- Builds and maintains vendor relationships and manages the purchase of hardware and software products at the regional level.
- Ensure the proper use and data integrity of ticketing software.
- Create reports and metrics. Track trending of issues; Analyze trends pertaining to technical operations and production, as well as departmental workflow, with the objective of delivering enhanced customer service. Develop and implement solutions to streamline processes.
- Serve as the point of contact for new technology research and deployments within the Mountain Region.
- Perform related duties as assigned.
- Punctual, regular, consistent attendance is required. Must be available for overtime or extended hours, as needed.

Minimum Requirements

Experience:

- Minimum 3 years experience in a technical environment.
- Minimum 3 years of manager or supervisory experience.
- Demonstrated ability to lead people through change and inspire high levels of performance from staff.
- Ability to train, develop, motivate team members.
- Excellent written and verbal communication skills.
- Extensive knowledge of Windows OS, Excel, Word, Outlook, and Visio.
- Ability to work well under pressure, to meet deadlines and in stressful situations. Time management and strong analytical skills a must.
- Thrives in an extremely fast-paced environment.

Education:

- Bachelor's Degree in Telecommunications, Video Production, Computer Science or related field preferred.

Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to use hands to handle, or feel and talk or hear.
- The employee frequently is required to stand, walk, sit, and reach with hands and arms.
- The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Physical Requirements

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate.
- The position involves shift work; which may include second and third shifts and weekends.

It's easier than ever to search and apply for jobs with Comcast!

Go to: <http://www.comcast.com/Corporate/About/Careers/careers.html>