



## **Job Description**

### **IT Manager**

Unchained Labs is building the first cool biologics tools company. One that matters. One without old- school rules. One with products that'll make a real difference in the research scientists do every day. We're UNleashing tools that help them characterize their biologics better.

### **The Job**

- Flexible working environment, no clock watchers here!
- Crazy challenging, so lots of growth and learning opportunities!
- Juggling multiple things and quickly switching gears, which keeps the environment fun.

### **Responsibilities:**

- Manage both local and remote locations, including field-based employees
- Prioritize, plan, and balance workload
- Author and maintain appropriate policies, procedures, and documentation for the IT department
- Work with various other departments to coordinate important information around system maintenance, changes, events
- Serve in a help desk capacity to answer and troubleshoot user questions and resolve functional and technical issues; quickly diagnose and understand technical issues and resolutions across a variety of apps & hardware.
- Ensure security and integrity of data, network, and backup systems
- Maintain budget, track spending and inventory, negotiate with third-party vendors
- Support and maintain the corporate wireless network including working with all IT service providers
- Lead/coordinate employee onboarding, orientation, and deprovisioning for all internal systems and technologies.

### **Requirements:**

- 5+ years of experience in Corporate IT
- 2-5 years management experience
- Understanding of Information Security frameworks and best practices
- Ability to prioritize, manage multiple tasks, and participate in long term roadmap planning
- Deep knowledge and understanding of IOS and Windows administration
- Working knowledge of Dropbox, Office 365, hosted VOIP applications
- Experience with vendor management and contract review and negotiation
- Willingness and passion for learning new things
- Strong collaboration skills and the ability to build productive working relationships with other teams
- Strong customer service skills, which include sense of urgency, ability to complete duties quickly and efficiently, impeccable attention to detail, and ability to multi-task.