



## IT Manager

### Description

The IT Manager will liaison and work strategically with our managed service provider (MSP) and application vendors. The IT Manager will be responsible for strategic planning and will take full ownership of IT with the goal of using technology to make the firm more efficient, productive, and successful. This role will be responsible for supporting and managing a subset of our internal applications as well as ensuring licensing compliance for all internal software. The IT Manager will be responsible for managing, tracking, and solving all help desk tickets with appropriate delegation to the MSP when necessary. A high standard of internal customer service and follow-through is expected. We are looking for someone who is passionate about technology and strives to make a difference in the day-to-day lives of our employees. This “department of one” has an opportunity to be our valued subject matter expert and help guide the direction of the position and the firm. Opportunities exist to support architectural project and administrative needs including, but not limited to, graphics, production, and coordination. The IT Manager will work directly with the Principal-in-Charge of technology, the MSP, and the administrative team. The position is located in Portland, OR. In addition, the IT Manager will support our Bozeman, MT office and a small group of remote workers.

### Responsibilities

- Learn workflows of the firm and strategically plan technology resources to support efficient productivity for design, marketing, and administrative staff. Evaluate options for future technology projects and present recommendations to leadership.
- Anticipate impacts of IT projects on staff’s productivity and proactively plan and communicate with staff.
- Provide appropriate and timely updates to leadership of the firm’s IT status and project status.
- Actively manage the MSP, evaluate their effectiveness, and make recommendations for level of service.
- Partner with the MSP on short-term and long-term strategic planning.
- Provide timely and effective help desk support by managing the firm’s IT Ticket Tracker and coordinate ticket allocation with the MSP. Anticipate workload and delegate, as necessary.
- Install, update, troubleshoot, and document a subset of internal/cloud Line of Business (LOB) applications including, but not limited to:
  - Autodesk suite including Revit with BIM Collaborate Pro (BIM360)
  - Adobe Creative Cloud suite
  - Microsoft Office suite
  - Deltek Ajera
  - BSD Speclink
  - Flexera LMTTOOLS license management
  - Bluebeam
  - Print Audit
  - Jive phone system
- Manage software licensing for all internal and cloud applications.
- Prepare annual IT budget and monitor expenditures accordingly.
- Track IT hardware inventory and manage replacement cycles.



- Set up and relocate required hardware for end users' workstations.
- Primary point of contact for Jive phone system and copier leases/maintenance.
- Work flexible hours when needed to complete tasks such as application upgrades.

### **Qualifications**

- 5+ years of relevant experience which may include Help Desk Technician or Systems Analyst.
- Previous experience in an architecture or design firm providing project support preferred.
- Associate's or Bachelor's degree in IT or related field.
- Proven success managing and effectively working with an MSP.
- Experience with specific applications listed above is required. Certifications in applications are preferred.
- Experience with Microsoft 365 Cloud (includes MS Office suite) and experience supporting Microsoft products with primary focus on Windows desktop operating systems in a domain environment.
- Experience with cloud-based applications and managing transitions to the cloud where appropriate.
- Familiarity with Macs, smartphones, and tablets preferred.
- Experience managing service tickets and tracking status of work performed during troubleshooting, maintenance, and upgrades.
- Proven organizational, analytical, and problem-solving skills.
- Strong communication skills are mandatory. This position will interact directly with all staff whether on-site or remotely/virtually.
- Ability to communicate IT concepts, issues, and information to non-IT staff effectively.
- Ability and desire to learn new technologies and applications as needed to increase competency levels and keep up with industry advances.
- Ability to be forward-thinking and to look at the broader picture to evaluate and consider impacts of IT decisions prior to finalizing.
- Ability to establish and maintain positive and effective working relationships with staff and vendors.
- Has a sense of pride and ownership for the IT program and its importance to the firm.

### **About Hennebery Eddy**

Hennebery Eddy Architects is driven by the values of the West: simplicity, efficiency, and beauty. Since 1992, we have made a significant impact on our region's built environment. The firm's projects fall in four primary market sectors: academic, civic + cultural, commercial, and aviation + transit. Our work includes comprehensive architectural services, interior design, planning, sustainable design, and historic preservation characterized by well-crafted, thoughtfully detailed designs that respect their sites and strengthen their context. Hennebery Eddy serves clients throughout the West through our headquarters in Portland, Oregon, and our studio in Bozeman, Montana.

We aspire to design net-positive solutions through healthy, efficient, and adaptive spaces that are responsive to our clients, the environment, and the people who use them. The result is a net-positive outcome for the greater community. As a JUST™ Organization, we are passionate about making a positive contribution to our greater environment and the human situation through designing places where people gather, work, live, and recreate. Our design approach is grounded in our core values,

and uses a collaborative process with principals, associates and interns working together in an open studio.

This approach has resulted in more than 60 design awards, including local awards for historic preservation. Hennebery Eddy is a recipient of the AIA Northwest & Pacific Region Firm Award and is one of the country's top 50 architecture firms named by Architect magazine. Please visit [www.henneberyeddy.com](http://www.henneberyeddy.com) for additional firm information.

### **Benefits**

Hennebery Eddy offers a comprehensive benefits package. Along with competitive health plan options, flexible paid time off, and retirement savings contributions, we offer benefits that support our employees' personal and professional lives and foster our firm culture. These offerings include a monthly work-from-home stipend, alternative transportation subsidies, secure bike storage and changing/shower facilities, community engagement opportunities and paid volunteering days, a community service scholarship, a sabbatical program, and substantial financial support for professional development, licensure, certification, and training.

### **To Apply**

For consideration, please submit cover letter and resume in PDF format to [jobs@henneberyeddy.com](mailto:jobs@henneberyeddy.com).

**Hennebery Eddy Architects, Inc., is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status and will not be discriminated against on the basis of disability.**