

## **Position: IT Infrastructure & Vendor Manager (Multi-Site)**

Location: On-site across three campuses (primary campus in Northwest Arkansas; regular travel to satellite campuses)

Employment Type: Full-time, exempt

Reports To: Senior Executive responsible for enterprise IT

### **About the Role**

The IT Infrastructure & Vendor Manager is a hands-on technical role that provides internal ownership of enterprise IT infrastructure, employee-facing systems, and security while coordinating a third-party IT provider for server-level execution. The role is designed to balance operational control, cost awareness, and scalability during organizational growth.

This position is intentionally structured to preserve internal accountability for security posture, access control, uptime, and infrastructure integrity, even when specific server administration tasks are performed by an external IT partner. Hands-on technical work remains a core expectation of the role.

### **Key Responsibilities**

#### **Structured Cabling & Physical Infrastructure (Required)**

- Design, pull, terminate, test, label, and document structured cabling (Cat6/Cat6a and limited fiber).
- Install and maintain racks, patch panels, wall plates, cable management, and grounding/bonding per TIA/EIA standards.
- Perform adds, moves, and changes without routine dependence on third-party low-voltage contractors.
- Maintain accurate as-built documentation, cable maps, and labeling standards.

#### **Infrastructure & Network Operations (Hands-On)**

- Configure, maintain, and troubleshoot campus network hardware including switches, firewalls, wireless access points, and WAN links.
- Manage VLANs, network segmentation, QoS for voice/video, and secure connectivity between campuses.
- Oversee network dependency planning for cameras, access control, VoIP, and critical systems.
- Act as escalation point for complex or recurring network issues.

#### **Employee-Facing IT & Identity Management**

- Serve as the primary technical resource for employee-facing IT incidents and escalations.
- Manage identity and access lifecycle including onboarding, role changes, and offboarding.
- Administer Microsoft 365 tenant configuration, user accounts, licensing, and security settings.
- Coordinate endpoint provisioning, troubleshooting, and lifecycle management.

#### **Physical Security & Access Systems**

- Own and manage physical security infrastructure including approximately 200 IP cameras, recording servers, storage, and PoE switching.
- Administer camera VLANs, bandwidth management, redundancy, and device health monitoring.

- Manage digital gate and traffic-control systems including application configuration and access permissions.
- Coordinate maintenance, incident response, and vendor engagement for security and access systems.

#### **IT Vendor & Server Operations Governance**

- Serve as the primary owner of relationships with third-party IT providers responsible for server administration.
- Approve, coordinate, and track server-level changes, upgrades, patching, and remediation.
- Ensure vendors adhere to security, access, documentation, and response standards.
- Evaluate cost, performance, and risk associated with continued outsourcing of server responsibilities.
- Maintain readiness to internalize server administration if operational or financial conditions warrant.

#### **Cybersecurity & Compliance Oversight**

- Coordinate firewall, endpoint protection, patching, and monitoring efforts with internal systems and third-party vendors.
- Maintain visibility into privileged access, system changes, and security incidents.
- Support audit readiness and documentation for security controls.
- Escalate security risks and systemic issues to executive leadership.

#### **Operational Excellence**

- Maintain comprehensive documentation of infrastructure, vendors, access controls, and escalation procedures.
- Coordinate cross-campus technology projects and expansions.
- Ensure continuity of IT services during outages, incidents, or facility growth.
- Other duties as assigned.

#### **Qualifications**

- 3–6+ years of experience in hands-on IT infrastructure, systems administration, or technical operations roles.
- Demonstrated experience managing or working with third-party IT vendors or MSPs.
- Strong working knowledge of networking, identity management, endpoint systems, and security concepts.
- Comfort balancing hands-on technical work with coordination and oversight responsibilities.
- Strong documentation, communication, and operational discipline.

#### **Work Conditions**

- On-site role with regular travel between campuses (approximately 15–30%).
- Participation in on-call rotation for coordinated incident response.
- Background check and confidentiality compliance required.

#### **Compensation & Benefits**

Salary Range: \$65,000 – \$80,000 (dependent on scope and experience).

Competitive benefit offering.