IT Field Operations Manager (Austin or Mexia, TX)

Since 1982, Renaissance Systems, Inc. (RSI) has been creating innovative solutions with IT, software development, and cloud services for enterprise clients throughout the United States. We take pride in our incredible employees who strive to provide an exceptional customer experience. The ideal candidate will be a long-term part of the RSI family and will work closely with our engineers, project coordinators, and customers. RSI offers competitive benefits and the opportunity to learn extensive skills to build your career with. If you possess a positive attitude, want to learn technologies and skills, grow your career, and work well with others, then we encourage you to apply.

As an **IT Field Ops Manager**, you will be responsible for supervising and directing Field Technicians to ensure they properly utilize time and company resources to complete onsite installation/maintenance. Following established processes; you will handle assigned support tickets, execute approved requests for change, proposals, scopes of work, work orders, maintain IT system documentation, and improve upon operational strategies and processes to streamline workflow.

Primary Responsibilities:
- Oversee Field Technicians on the project site.
- Develop and implement policies for maximizing operational efficiency.
- Introduce new proposals and technology to enhance business productivity.
- Train IT Field Technicians in company policies, procedures, and IT installation best practices.
- Develop and maintain Field Technician toolbox.
- Work closely with Project Coordinators to ensure documents and other deliverables are provided to the customers
- Ensure Company operations comply with local and federal laws and legislation.
- Provide the highest level of client satisfaction.
- Collaborate with other managers and leadership of our clients and within RSI.
- Follow established policies and procedures.
- Ensure the proper project resources are ordered and available prior to project start.
- Plan, communicate, and execute projects or maintenance, **on weekends when necessary.**
- Design, build, and maintain client and internal IT environments.
- Ensure projects are delivered on time, within budget as agreed upon.
- Effective and prompt communication with customers and internal staff.
- Document project plans, system configurations, and other items as necessary following best practices.
- Conduct project meetings, establish agendas, and ensure follow-up to action items.
- Support IT Department by assisting with vendors, clients, tickets, and projects.
- Record hours and activities accurately.
- Assist with design, planning, and implementing of critical systems and IT environments.
- Achieve and maintain technical certifications, as necessary.
- Ensure accuracy of invoices from vendors and to clients.
- Perform any duties as necessary that is in the best interest of RSI.

Required Qualification and Skills:
- Advanced knowledge of software configurations for Windows and Microsoft Office.
- Advanced knowledge networking topologies and configuration of routing, switching and Wi-Fi.
- Advanced knowledge of building materials, tools, and structure cabling.
- Strong, detail-oriented communication and troubleshooting skills.
- Excellent organizational and problem-solving skills.
- An understanding that after-hours/weekend work is sometimes unavoidable.
- Strong documentation and writing skills.
- Familiar with IT Compliance and cybersecurity best practices.

Education and Experience:
- Associate's or bachelor's degree in Computer Science or related field.
- At least FIVE (5) years of related experience required.

- Spanish speaking a plus, but not required.

Physical Requirements:
- Prolonged periods sitting/ or standing at a desk and working on a computer.
- Must be able to lift up to 35 pounds at times.

Other Requirements:
- Some travel may be required so reliable transportation is a must.
- Valid Driver's License and auto insurance required.
- Ability to pass a criminal background check and drug screening.

Benefits
RSI offers competitive benefits to its full-time employees, including:
Paid Vacation
Paid Federal Holidays
Medical Plans
Dental Insurance
Vision Insurance
Voluntary Benefits
ID Theft Protection
Pet Insurance
Legal-Employee Assistance Program
Education Reimbursement

If you are seeking a career with a technology company that is focused on its clients and employees, then we encourage you to email your resume along with a cover letter and salary expectations to **jobs@rsitex.com**.

For more information about RSI, please visit **www.rsitex.com**.