The Senior IT Manager leads the day-to-day delivery of technology services across Emerald Communities and its entities. Reporting to the Corporate Director of IT (CDIT), this role translates approved technology strategies into reliable operations, effective support, and successful project delivery.

The Senior IT Manager oversees assigned IT staff, managed service providers, and technology vendors to maintain secure, dependable infrastructure and business systems. This role establishes consistent service standards, strengthens operating practices, coordinates technology implementations, and ensures that employees and community leaders receive responsive support.

As a senior member of the IT department, the Senior IT Manager partners with operational, clinical, administrative, and community leadership to understand business needs and improve technology services. The position contributes to technology planning, budgeting, risk management, and workforce development. Enterprise IT strategy, governance, overall budget accountability, and executive-level technology decisions remain with the CDIT.

EDUCATION & EXPERIENCE:

1. Bachelor's degree in information technology, computer science, information systems, business administration, or a related field preferred; equivalent combinations of education and relevant experience considered.
2. Ten or more years of progressively responsible IT experience, including infrastructure, service delivery, systems administration, or enterprise application support.
3. Five or more years of experience leading IT staff, technical teams, or managed service providers.
4. Demonstrated success managing technology operations and projects across multiple locations.
5. Experience working within a hybrid in-house and outsourced IT service model strongly preferred.
6. Experience in senior living, healthcare, residential care, or a similar service-focused environment preferred.
7. Relevant certifications in IT service management, project management, cybersecurity, or enterprise technology platforms are desirable.
8. Ability to lead dependable technology services, establish service expectations, and improve incident resolution and customer satisfaction.
9. Working knowledge of enterprise networks, identity and access management, endpoints, cloud services, telecommunications, and backup and recovery systems.
10. Ability to implement approved security controls, recognize risks, coordinate remediation, and escalate issues appropriately.

11. Ability to coordinate application support, integrations, reporting needs, and data access with business owners and solution partners.
12. Ability to manage scope, resources, schedules, communications, training, and adoption for technology initiatives.
13. Ability to set expectations, delegate effectively, coach employees, address performance concerns, and develop technical and leadership capabilities.
14. Ability to hold service partners accountable for service quality, deliverables, documentation, and issue resolution.
15. Ability to develop operational forecasts, monitor assigned expenditures, assess lifecycle costs, and recommend cost-effective improvements.
16. Ability to explain technical issues clearly, build productive relationships, and communicate service impacts and priorities.
17. Ability to balance competing needs, make decisions within delegated authority, and escalate material risks and decisions to the CDIT.

ESSENTIAL FUNCTIONS:

Operational Leadership & Service Delivery

1. Lead daily IT operations across Emerald Communities, ensuring consistent support practices and dependable technology services.
2. Establish and maintain incident, service request, problem, and change management processes.
3. Monitor service performance, recurring issues, system availability, and user satisfaction; implement improvements and report results to the CDIT.
4. Coordinate major incident response, including technical resources, stakeholder communications, service restoration, and follow-up corrective actions.
5. Maintain support coverage, escalation procedures, technical documentation, and cross-training to reduce operational dependencies.

Infrastructure, Applications & Information Services

1. Oversee the operation, maintenance, and lifecycle management of assigned networks, endpoints, cloud services, communications platforms, and business systems.
2. Coordinate preventive maintenance, patching, configuration standards, monitoring, and capacity planning with internal staff and service partners.
3. Partner with business owners to improve application reliability, resolve system issues, and support approved integrations and reporting capabilities.
4. Maintain accurate technology inventories, system ownership records, support agreements, and operating procedures.
5. Coordinate backup monitoring, recovery testing, and technology continuity exercises; address gaps and report readiness to the CDIT.

Security & Risk Management

1. Implement approved security policies, access controls, endpoint protections, and vulnerability remediation practices.
2. Oversee timely provisioning, modification, and removal of user access in coordination with Human Resources and department leaders.
3. Support security awareness, assessments, audits, and corrective actions within the role's assigned scope.
4. Escalate suspected security incidents and material operational risks promptly; coordinate response activities under established procedures.
5. Protect confidential organizational, employee, and resident information through consistent operating practices.

Project Delivery & Organizational Adoption

1. Lead assigned technology projects from planning through implementation, transition to support, and post-implementation review.
2. Translate approved priorities into actionable plans with defined ownership, milestones, dependencies, and success measures.
3. Coordinate changes with community and department leaders to minimize disruption to resident services and business operations.
4. Ensure implementations include appropriate documentation, communications, training, and ongoing support.
5. Provide the CDIT with clear reporting on progress, resource needs, risks, and decisions requiring approval.

Vendor Management & Financial Stewardship

1. Direct daily coordination with MSPs and vendors; monitor service commitments and resolve performance concerns.
2. Review vendor recommendations, proposals, and invoices for operational suitability, accuracy, and alignment with approved scope.
3. Develop assigned operating and capital budget recommendations, replacement schedules, and expenditure forecasts.
4. Manage expenditures within approved budgets and delegated purchasing authority; escalate material variances.
5. Recommend improvements to service agreements, resource allocation, and technology standards for CDIT approval.

Leadership & Strategic Support

1. Lead and develop assigned staff through clear expectations, regular feedback, coaching, and performance management.

2. Build effective partnerships with community leaders and operational, clinical, and administrative departments.
3. Contribute operational insights and recommendations to the IT roadmap, staffing plans, policies, and technology investment decisions.
4. Represent IT in assigned committees and meetings, communicating approved priorities and gathering stakeholder feedback.
5. Provide leadership coverage for the CDIT as delegated, escalating matters outside assigned authority.

All Emerald Communities employees must pass a criminal background check and other pre-employment requirements. We are an E-Verify employer.

Emerald Communities is an equal opportunity employer.

Please reach out to Ashley Horsefield: Corporate Recruiter directly if you are interested:
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