



Position Title: IT and Cloud Manager

Department: Supports Multiple Clients

Location: Reston, Hybrid

Classification: Exempt, Full-time

Job Summary:

The IT and Cloud Manager serves as the main point of contact for IT-related questions, responding to user needs in a timely manner, and ensuring the optimal running of all systems, among other duties. This position manages AIM's overall IT infrastructure and works closely with the web development team on various ongoing projects. The position requires a detail-oriented, problem-solving skilled individual with strong functional knowledge of project management, systems administration, development, and integration. Excellent problem-solving abilities, interpersonal, and communications skills are essential as this role interacts with clients, vendors, contractors, and team members from various departments and all staffing levels.

Essential Duties and Responsibilities:

- Deliver exceptional IT support to onsite and remote AIM staff and clients in addition to external vendors and independent contractors as needed.
- Plan, collaborate on, and deliver IT system integrations, cloud migrations, and custom solutions.
- Align IT and web development innovation strategies with organizational objectives, organizational and client based budgets, project timelines, and resource allocation needs.
- Perform the maintenance and troubleshooting of on-premise and cloud-based systems, including file servers, Microsoft Dynamics SL servers, wired and Wi-Fi networks, VPNs, RAID arrays, meeting room equipment, access points, VLAN configurations, and mounted Ethernet switches.
- Administer Microsoft 365 tenants, licenses and user accounts (365 apps, Exchange Online, MFA), SharePoint, Intune, Entra, and Apple Business MDM integration.
- Oversee and manage licenses of third-party SaaS tools such as Zoom Enterprise, Adobe Creative Cloud, Zscaler, antivirus solutions, website domains/DNS records, SSL certificates, and SMTP email relay services.
- Oversee the IT ticketing system assignments and collaborate on prioritization of projects and issues for resolution.
- Provide IT support and training to end users, including company-wide webinars on new or existing systems and policies.
- Serve as the subject matter expert and provide training on emerging technologies such as AI, systems migrations, cloud platforms, and other relevant technology-related trends.
- Ensure data security, backups, disaster recovery, and compliance with relevant regulations (e.g., GDPR, PCI compliance, etc.) is performed timely and reported to senior leadership.
- Oversee the budgeting, purchase, inventory, and deployment of IT hardware, software, and services.
- Report on IT equipment and applications' performance metrics and project progress to senior leadership.
- Retire/recycle legacy systems/hardware when required and repair onsite and remote staff devices utilizing Windows Server AD, Azure AD, Intune and Apple Business MDM.
- Oversee configuration, deployment, computer/laptop rotations and create new user accounts, onboard/offboard users, and create temporary accounts as needed.
- Manage and implement IT policies, procedures, and best practices including the selection, installation, and maintenance of network infrastructure, hardware, software, and cybersecurity.
- Lead multiple complex projects with the ability to prioritize competing deadlines as needed.
- Create and maintain IT training materials and SOP documentation for staff to reference.
- Maintain an up-to-date inventory database of all company hardware including but not limited to assigned, loaner, and remote equipment.

Cloud Application responsibilities:

- Manage and optimize IIS and Azure cloud environments to ensure security, scalability, and performance.
- Implement and maintain secure, high-performing cloud solutions integrated with Azure services.
- Create and administer SharePoint Online sites, libraries, and lists; experience with Power Automate preferred.
- Experience in Azure Functions a plus.

Reporting Relationships and Supervisory Responsibilities:

- Reports to the CEO
- Supervisory responsibilities: To be determined

Education and Experience:

- Bachelor's degree in Information Technology or a related field OR equivalent work experience.
- Minimum of 5+ years of experience in IT management.
- Relevant certifications in IT systems, cloud platforms, or development (e.g., Microsoft Azure, AWS, CompTIA, or equivalent) preferred.

Knowledge, Skills, and Abilities:

- Excellent communication, problem-solving, and project management skills.
- Excellent organizational skills and self-directed, yet able to follow direction if needed.
- High level of experience with Microsoft infrastructure including Active Directory, Hyper-V, Entra, Azure, SharePoint, Microsoft Office, and Microsoft 365 administration required.
- Experience with core IT infrastructure components such as virtual environments, SANs, NAS, LANs, WANs, and VPNs.
- Experience with multiple cloud technologies such as Azure, AWS, and Google.
- Demonstrated experience developing and maintaining long-term and strategic objectives to ensure that end user requirements will be satisfied short-term and in future years.
- Demonstrated experience in technical project management with full lifecycle systems development.
- Demonstrated experience monitoring the progress of multiple concurrent and highly visible projects and requirements.
- Demonstrated experience with risk identification, management, and mitigation.
- Experience with compliance standards such as GDPR, or PCI.
- Highly proficient with Windows Server AD, Azure AD, Intune, Azure App Services, Azure Functions, and PowerShell.

Physical Requirements and Work Environment:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 30 pounds at times.
- Must be able to access and navigate all areas of the facility and the sites of assigned client meetings.
- Occasional weekend and evening work.
- Travel to client-partner meetings may be required.

Salary and Benefits:

The starting salary for this position depends on the depth and breadth of experience. Regular full-time employees are eligible for a benefits package including the following:

- 100% employer paid: employee health insurance, dental, vision, life insurance, short and long-term disability insurance.
- Additional benefits: vacation, holidays, personal holidays, sick leave, parental leave, and volunteer time off, flexible spending accounts, health reimbursement account with partial employer funding, tuition reimbursement plan, flexible work schedule, wellness plan, stock options, 401(k) retirement plan with employer match up to 4%, legal services, and supplemental insurance products.