

# **VIGILANT Capital Management, LLC**

## **JOB DESCRIPTION**

**JOB TITLE:** IT Coordinator

**LOCATION:** Portsmouth, NH or Portland, ME, with ongoing travel between offices, as needed

**EMPLOYMENT CLASSIFICATION:** Full-time, exempt salaried employee

### **ESSENTIAL JOB FUNCTIONS:**

- Maintain a sound technology infrastructure for the firm, through a combination of onsite and offsite support efforts
- Oversee the firm's offsite technology vendors to include IT MSP, ISP, VoIP/mobile phones, video/teleconference, printer, eFax, cable TV, security, and other related providers
  - Manage and evaluate vendor relationships and solutions, keep up-to-date on new capabilities and service offerings
  - Ensure service standards and contractual agreements are satisfied among external vendors, and critical applications and equipment are performing effectively for end users
  - Follow up and follow through with issues that arise, facilitate cohesiveness between IT MSP and other providers to achieve optimum support/results for the firm and its end users
  - Review product and service offerings – present proposals to senior management for adoption of new technology/services
  - Partner with vendors to educate and roll out new products and services to staff
  - Research alternatives and present solutions for consideration, as needed
  - Negotiate contract terms and adequately plan and prepare for contract renewals
  - First point of contact for reviewing and approving associated invoice charges, as necessary for more complex relationships
- Onsite technology support to include
  - Manage the installation, maintenance, replacement of all local technology hardware
  - Track local inventory and age of equipment on asset inventory lists (e.g., laptops, towers, tablets, VoIP phone, mobile phones, Wi-Fi devices, networking and workstation equipment)
  - Maintain up-to-date network maps
  - Configure new devices, workstation setup and cloud computing environment for end users, train and provide access for new users
  - Remove access to applications for terminated users, securely destroy or wipe/redeploy equipment as appropriate
  - Ensure software and operating system updates are occurring, and that two-factor authentication and all other necessary security settings are satisfactorily in place
  - Provide onsite support to external vendors and end users, troubleshoot as needed in order to provide an effective and efficient work environment
  - Develop/maintain IT Handbook, document/implement IT related procedures and best practices
  - Provide training to new users as well as updated training for existing users

- Make content updates to firm website, assist with Google analytics reporting, key word searches, etc.
- Oversee the firm's Cyber Security Policy/program
  - Use industry, government, legal, and third party resources to stay current on cybersecurity threats and new regulations
  - Work closely with Chief Compliance Officer to ensure the firm's information technology practices are in compliance with U.S. Securities and Exchange Commission and other regulatory bodies
  - Update/maintain the Cyber Security Policy & supporting documents as necessary for new threats, regulations and best practices
  - Identify, analyze, prioritize risks facing the firm and formulate a response where appropriate
  - Track actual cybersecurity events that impact the firm
  - Perform periodic testing of back up restore/ business continuity/ disaster recovery/ incident response plan, document results and implement changes as necessary
  - Perform cybersecurity related vendor due diligence
  - Conduct initial employee cybersecurity training and facilitate ongoing training through IT MSP
  - Assist with creation of client facing cybersecurity awareness publications
- Prepare necessary IT/cybersecurity related information in the event of a regulatory examination, analyze results and implement areas for improvement as needed
- Formulate forward-looking plans and related budgets for technology needs of the firm, both service and equipment related
- Play an active role in firm committees, prepare and contribute thoughts for agendas, raise concerns, suggest solutions, look for and implement efficiency and process improvement, ultimately serve as Chair of the Technology and Cyber Security Committees
- Other miscellaneous tasks and responsibilities, where the above list is not intended to be all-inclusive

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to analyze and solve problems in a self-reliant, proactive and resourceful manner
- Ability to calmly work under pressure, with perseverance and fortitude
- Ability to communicate effectively in both oral and written form, excellent interpersonal and customer service skills
- Ability to effectively manage time, establish priorities, meet deadlines and juggle multiple tasks in a fast-paced environment
- Superior follow up and follow through skills in order to ensure a productive work environment, both internally with staff and externally with service providers
- Well-developed presentation skills – ability to identify areas of need, research and present appropriate solutions, effectively convey ideas and opinions to the senior management team
- Meticulous attention to detail – particularly as it relates to interpreting and understanding service agreements, regulations impacting our industry, etc.
- Ability to work both in a team-oriented environment and independently
- Exercise discretion with regard to confidential information – position requires poise, tact and diplomacy
- Solid knowledge of technical concepts, hardware features and usage, cloud environments

- Advanced skills in Apple iOS and across the Microsoft Office suite – Excel, Word, Outlook, PowerPoint
- Knowledge of Tamarac (CRM), Schwab Institutional website a plus
- Knowledge of, and strict adherence to, the Firm's compliance policies and procedures
- Ability to work beyond standard office hours, as necessary
- Ability to travel between offices, typically in Maine and New Hampshire
- Ability to open, move, transport, lift ≤25 lbs.

#### **EDUCATION AND EXPERIENCE:**

- College Degree in Information Technology, Computer Science or related field a plus
- Minimum 2-5 years IT experience – ideal candidate worked as part of a larger IT team and/or has done helpdesk support previously, track record of supporting/maintaining integrity of IT structure
- Experience in finance industry preferred
- Experience working with technology infrastructure in a regulated environment a plus
- Experience managing cybersecurity policies/execution is a plus
- Experience with Apple products a plus