



Man-Tra-Con Corporation is seeking candidates to fill the following position:

Job Title: Technology Manager (SR-102825-01)

Location: Marion, Illinois

Salary: \$55,000 to \$60,000 per year, commensurate with experience

ABOUT US

MAN-TRA-CON Corporation is a nonprofit workforce development organization serving Local Workforce Area 25 in Southern Illinois (Franklin, Jackson, Jefferson, Perry, and Williamson Counties.) We partner with employers, educators, and community organizations to provide innovative solutions that support individuals and strengthen our regional workforce.

JOB SUMMARY

We're looking for a collaborative, experienced Technology Manager to join our team. The Technology Manager is responsible for all aspects of technology infrastructure, support, and operations for MAN-TRA-CON and partner organizations. This comprehensive, solo IT position manages network and server administration, user support, telecommunications systems, security, and strategic technology planning while ensuring reliable, secure operations that enable organizational effectiveness

ESSENTIAL FUNCTIONS:

Infrastructure & Systems Management

- Administer Microsoft Active Directory domain, including user accounts, security groups, Group Policy, and workstation security
- Manage and maintain all servers (Windows and Linux-based), including mail, file, and application servers
- Configure and troubleshoot network equipment, including routers, switches, firewalls, VPN devices, and wireless systems
- Administer the VOIP phone system
- Implement and maintain network security measures, including firewall rules and remote access configurations
- Manage building security systems and ensure IT infrastructure integration

Data Protection & System Monitoring

- Oversee daily backup operations, verify backup integrity, and manage storage capacity
- Create, maintain, implement, and test a disaster recovery plan
- Review server and mail logs daily to identify and proactively address potential issues
- Perform software updates on all systems, including servers, workstations, phone systems, and applications
- Conduct hardware upgrades on servers, desktops, laptops, and network equipment
- Ensure proper data sanitization procedures for equipment disposal

User Support & Service Delivery

- Provide frontline IT support to staff at all locations, including remote offices and event venues
- Troubleshoot and resolve hardware, software, and connectivity issues
- Research technical problems and implement effective solutions
- Assist users with technology questions and provide training as needed

Technology Planning & Vendor Management

- Research technology trends, best practices, and emerging solutions
- Provide expert recommendations on equipment purchases and technology initiatives
- Manage all technology-related procurement for MTC and occasionally for partner organizations
- Negotiate with vendors to ensure optimal pricing and service levels
- Advise leadership on technology investments and strategic planning
- Maintain relationships with vendors, contractors, and IT professionals

Telecommunications & Administration

- Provide basic support for organizational cell phones
- Manage technology inventory tracking and handle technology-related billing
- Maintain comprehensive system documentation to ensure operational continuity
- Manage domain namespaces and SSL certificates for MTC and partner organizations
- Create and modify programs and scripts to support organizational needs

OTHER FUNCTIONS:

- Provide technical assistance for meetings, conferences, and special events
- Advise on website navigation and functionality improvements
- Pursue ongoing professional development through training and industry conferences
- Manage disposal, recycling, repair, or donation of obsolete equipment
- Handle ad-hoc technology projects as needed

QUALIFICATIONS:

Education & Experience:

Associate degree in Information Technology or related field, OR minimum of five years of relevant IT experience in systems/network administration, technical support, or infrastructure management. Bachelor's degree or equivalent combination of education and experience preferred.

Required Technical Knowledge:

- Windows Server and Linux operating systems
- Microsoft Active Directory and Group Policy management
- Network infrastructure (TCP/IP, DNS, DHCP, VLANs, routing protocols)
- Server administration in both Windows and Linux environments
- Backup, disaster recovery, and cybersecurity best practices
- VOIP systems and telecommunications management
- Network equipment configuration (routers, switches, firewalls, wireless)
- Microsoft 365
- Remote access technologies and VPN configuration
- Scripting and programming (Visual Basic, PHP, ASP, batch)
- Mobile device management and cloud services

- Database concepts and management
- Understand Image Cloning
- Understanding of website development with CMS

Essential Abilities:

- Strong troubleshooting and problem-solving skills with the ability to work independently
- Excellent communication skills to translate technical concepts for non-technical audiences
- Strong organizational skills and ability to prioritize multiple tasks and meet deadlines
- Customer service orientation with a professional, patient manner
- High attention to detail and strong documentation practices
- Ability to maintain confidentiality of sensitive information

Required:

Valid driver's license, reliable transportation, and proper vehicle insurance

Preferred:

Industry certifications (CompTIA A+, Network+, Security+, Microsoft, or Cisco)

WORK ENVIRONMENT & PHYSICAL DEMANDS:

Professional office environment with occasional travel to remote locations. The employee regularly uses standard office equipment, talks, hears, and uses their hands to type and operate equipment. Occasionally required to stand, walk, sit, and lift up to 50 pounds. Specific vision abilities include close vision, distance vision, and the ability to adjust focus. Reasonable accommodations may be made for individuals with disabilities.

Expected Hours:

Full-time position. Normal hours are Monday through Friday, 8:30am-4:30pm. Flexibility for occasional evening or weekend work may be required for system maintenance, emergencies, or special events.

WHY JOIN US?

At Man-Tra-Con, you'll work with a passionate team dedicated to making a real impact in our community. We offer a supportive work environment, professional development opportunities, and the chance to support meaningful programs that change lives.

READY TO APPLY?

Submit your resume and cover letter to: TheresaSmith@mantracon.org

Position open until filled.

The statements contained in this job description reflect general duties as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of the responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, to equalize peak work periods or otherwise to balance the workload. All duties of this position are to be performed while adhering to Management, Training and Consulting Corporation's policies and procedures. This document describes the position as it is currently. It is not an employment contract. Our corporation reserves the right to modify job duties or job descriptions at any time.

**Man-Tra-Con Corporation is a member of the American Job Center network,
and an Illinois workNet Center partner.**

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