

VIGILANT Capital Management, LLC

JOB POSTING: Manager of IT Systems, Data and Analytics

Vigilant Capital Management, a growing wealth management firm with approximately \$2.2 billion under management, is looking for a **Manager of IT Systems, Data and Analytics** to join its dynamic and talented team. This role works closely with the Executive Committee and other Senior Managers of the Firm to maintain a sound technology infrastructure, through a combination of onsite and offsite support efforts and leads technology initiatives which currently include implementing a new CRM.

This role may be based out of our Portland, Maine office or our Portsmouth, New Hampshire office. Vigilant is a hybrid work environment with a combination of working in the office and from home.

ESSENTIAL JOB FUNCTIONS:

- Evaluate and manage relationships with IT vendors and serve as the firm's point of contact
- 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
- Update/maintain the Cyber Security Policy & supporting documents as necessary for new threats, regulations, and best practices
- Oversee and drive coordination among the existing suite of software applications and third-party data services
- Own the new CRM being implemented and manage the development of creating curated analytics
- Work with website partners and marketing team to manage and analyze website data and performance
- Onsite technology support
- Arrange end user on-boarding, off-boarding, provisioning, and de-provisioning
- Track local inventory and age of equipment on asset inventory lists
- Ensure software and operating system updates are occurring, and all other necessary security settings are in place
- Ensure the firm's information technology practices are in compliance with the U.S. Securities and Exchange Commission and other regulatory bodies

KNOWLEDGE, SKILLS AND ABILITIES:

- Solid knowledge of technical concepts, hardware features and usage, cloud environments
- Advanced skills across the Microsoft applications suite – Teams, Excel, Word, Outlook, PowerPoint
- Ability to strategically analyze raw data to develop useful analytics
- Knowledge of CRM's built on the Microsoft Dynamics platform and Schwab Institutional website a plus
- Ability to analyze and solve problems in a self-reliant, proactive, and resourceful manner
- Ability to communicate effectively in both oral and written form, excellent interpersonal and customer service skills
- Excellent time management skills
- 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
- Knowledge of, and strict adherence to, the Firm's compliance policies and procedures

EDUCATION AND EXPERIENCE:

- College Degree in Information Technology, Computer Science, or related field
- Minimum 3-5 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 as a Microsoft 0365 Administrator including Dynamics
- Experience managing cybersecurity policies/execution
- Experience with Microsoft Azure a plus
- Project Management experience implementing new technologies is preferred
- Experience working with technology infrastructure in a regulated environment and / or the finance industry preferred
- Experience with Apple products is a plus

WHY WORK AT VIGILANT CAPITAL MANAGEMENT:

- Fantastic office locations in downtown Portland, ME and Portsmouth, NH
- Very competitive salary and bonus plan
- Excellent benefits:
 - Employer-paid employee health insurance and fully funded HSA contribution
 - Employer-paid employee dental and vision plans

- Employer-paid life and disability plans
- Profit-sharing and Safe Harbor 401(k) contribution, with exclusive company-managed investment option
- Generous PTO plans
- Bi-annual company events

NO PHONE CALLS OR RECRUITERS PLEASE

Vigilant Capital Management is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, sexual orientation, gender identity, national origin, disability, veteran status, or any other status protected by law.