

ST. LOUIS TRUST & FAMILY OFFICE works with approximately 60 client families across the country, advising on more than \$15 billion of total wealth. We are a multi-family office and trust company that serves multi-generational families with complex family affairs. Our philosophy is straightforward; focus on our clients, put them first and always better our service. We provide holistic, high-touch client service including customized, independent investment management and a full range of family office and fiduciary services. We serve a limited number of clients with substantial wealth in order to maintain very low client-to-employee ratios. Each client family is different, and so are we.

PROBLEM SOLVERS WANTED | Our motivated, talented team is the secret to our success. We are committed to fostering a highly collaborative environment and ongoing opportunities for learning at all levels.

We are seeking an outgoing and experienced IT professional to join our team. This is a great opportunity to work for a successful, growing company in Clayton, Missouri. The position will have responsibility for security, risk management and maintenance areas within technology. In addition, the IT Manager will act as an escalation point for colleagues while working closely with our managed service provider (MSP). Involvement in IT strategy and contribution to firmwide technology project teams are also part of the role.

DESIRED QUALIFICATIONS AND BACKGROUND:

- Associates or Bachelor's degree preferred in MIS, computer science or similar discipline
- Experience providing technical support in a professional services environment
- Advanced capabilities in Microsoft Office, especially Excel
- Knowledge of cybersecurity and related audit procedures
- Advanced Windows support experience, with the ability to also troubleshoot iOS issues
- Solid working knowledge of Hardware/Software installation in a network environment
- Experience with vendor management
- IT industry-recognized Microsoft certifications
- Intellectual curiosity with the ability to easily adapt to and learn new technologies
- Experience with Power BI, Salesforce CRM, SharePoint, WordPress and/or phone systems considered a plus
- Programming knowledge in VBA / SQL / Python considered a plus

RESPONSIBILITIES MAY INCLUDE:

Security and Risk Management

- Evaluating, monitoring and responding to cybersecurity software alerts
- Preparing materials and coordinating with outside vendors for various IT audits
- Managing and testing of Business Continuity and Disaster Recovery Plans as well as Information Security Program
- Executing IT and security due diligence review for new and existing vendors

Maintenance

- Managing technology hardware – procurement, set up, roll out, retirement
- Partnering with firm’s external MSP and internal IT steering committee
- Providing technical support to end-users of all levels for varied requests/technology issues
- Supporting Windows, Microsoft Office, Adobe, iOS and a variety of other applications
- Configuring, troubleshooting, administering database and repairing of server, network and other infrastructure issues in collaboration with MSP
- Supporting a range of cloud-based enterprise tools (SaaS) including Microsoft 365, Zoom, WebEx, Salesforce and others
- Providing support capabilities in Active Directory (password resets and group modifications/permissions), network printing, antivirus, network shares, network connectivity, hardware performance, etc.

Strategy and Projects

- Participating in various office project teams (ex: Intranet, Document Management, CRM)
- Providing architectural guidance and oversight across projects and technology platforms, ensuring technology standards are followed
- Assisting with creation and implementation of IT infrastructure and architecture strategy that supports current and future business objectives of the organization
- Staying current/maintaining knowledge of related technologies

PREFERRED SKILLS AND/OR TRAITS:

- Patience and experience in working with non-technical users
- Strong organizational and multi-tasking abilities to prioritize/manage numerous projects
- Self-starter with demonstrated initiative and proven project ownership skills
- Dedication and willingness to give best effort on full spectrum of tasks ranging from simple/repetitive to complex/challenging
- Excellent interpersonal and collaboration skills; able to build rapport with those inside and outside of the organization
- High energy level, strong work ethic, quick learner
- Excellent analytical skills with high attention to detail
- Strong critical thinking and problem-solving abilities/resourcefulness
- Excellent verbal and written communication skills

EXCELLENT BENEFITS INCLUDE:

- Competitive compensation with bonus potential
- 401(k) with Company match
- Generous benefits package available including medical, dental and vision coverage, FSA/HSA and Paid Time Off (PTO)
- Support for professional development through training and certifications
- Company-paid parking