



Information Technology Service Delivery Manager Job Description

DEPARTMENT:	Information Technology	FLSA STATUS:	Exempt
REPORTS TO:	President & General Manager	STATUS:	Full Time Year round
DATE APPROVED:	August 19, 2026	APPROVED BY:	Guy Lawrence
WAGE RANGE:	\$92,000-\$115,000 annually	LOCATION:	Snoqualmie Pass, WA

ABOUT THE SUMMIT AT SNOQUALMIE

The Summit at Snoqualmie is the Pacific Northwest's premier multi mountain ski resort, located 47 miles east of Seattle at Snoqualmie Pass. The property spans five base areas and 20 chairlifts across Summit West, Summit Central, Summit East, and Alpentel within the Mt. Baker-Snoqualmie National Forest. A four-season operating model includes a mountain bike park and one of the most accessible ski destinations in North America.

The Summit at Snoqualmie is proud to be part of the Boyne Resorts family of resorts. Boyne Resorts is the largest family owned, independent mountain resort company in North America, guided by five core values: Serve First, Developing Great People, Attitude is Everything, Long Term Thinking, and Excellence in Execution.

POSITION SUMMARY

The Summit at Snoqualmie is seeking an IT Service Delivery Manager to lead on-site technology delivery across the resort. This is a hands-on, field-facing leadership role responsible for the resort's physical infrastructure, endpoint deployment, and in-person support for guests and team members across the resort's base areas. The Summit operates within Boyne's shared IT services model: Boyne Corporate IT Operations owns the enterprise platforms, while the IT Service Delivery Manager leads the on-site delivery of that model — the physical infrastructure, the endpoints, and the face-to-face support. The role leads and develops the local resort IT team, manages the local field service budget and vendor relationships, and serves as the resort's escalation point to corporate IT. Success looks like reliable property infrastructure, fast resolution at the point of impact, and a local team that grows in capability season over season.

HOW YOU WILL LEAD: BOYNE L.E.A.D.S. VALUES

This role is expected to model and reinforce Boyne Resorts L.E.A.D.S. values at every level of the organization

1. **Long Term thinking:** Builds durable property infrastructure and documentation so each season starts stronger than the last, rather than rebuilding the same fixes year after year.
2. **Excellence in Execution:** Delivers cabling, endpoint, and network work to corporate standards the first time, with consistent quality across every base area.
3. **Attitude is Everything:** Delivers cabling, endpoint, and network work to corporate standards the first time, with consistent quality across every base area.
4. **Develop Great People:** Coaches the resort IT team on field service, troubleshooting, and guest-facing skills so capability grows beyond any one person.
5. **Serve First:** Meets guests and team members where the problem is — on the mountain, at the counter, in the office — and resolves it in person.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties below are organized under the Boyne L.E.A.D.S. value each most directly reflects. Only keep the value headings that have genuine content for this role — delete any that don't apply rather than padding them.

Long Term Thinking

- Maintain and configure local property network topology — switches, access buildings, and endpoint connectivity — and support other locally hosted property systems, documenting infrastructure using tools such as NetBox as the shared services model continues to mature.
- Maintain accurate local documentation of physical infrastructure (cable runs, closet layouts, device inventory) and keep it aligned with the corporate CMDB/asset system.
- Serve as an active member of the Senior Leadership Council, contributing to strategic planning and cross-departmental decision-making.
- Manage the resort's local operating budget for field service delivery — endpoint hardware, cabling materials, and local contractor costs — in coordination with corporate capital planning.
- Manage local vendor and contractor relationships for field work, including cabling contractors, local telecom, and hardware break/fix, within corporate vendor agreements.

Excellence in Execution

- Own local physical infrastructure delivery: cabling installation and repair (network, voice, fiber), network facility upkeep, and endpoint deployment across workstations, laptops, mobile devices, POS terminals, and phones.
- Execute Moves/Adds/Changes (MACs) and endpoint lifecycle tasks — provisioning, imaging, replacement, and retirement — according to corporate-defined standards.
- Lead the local resort IT team, assigning and prioritizing daily field work, coverage, and on-call rotations across the resort's base areas.
- Perform and oversee Windows workstation setup, repair, and troubleshooting, along with end-user Windows and Office 365 administration.

Attitude is Everything

- Act as the on-site escalation point and coordination hub between the resort and Boyne Corporate IT Operations for incidents, problems, and requests that exceed local scope — including server/VMware administration, Cisco network design, Avaya PBX configuration, and enterprise POS/LOB platform issues.
- Maintain a constructive, effective working relationship with Boyne Corporate Business Solutions, escalating and coordinating business application issues, updates, and rollouts at the resort.
- Model composure during outages, peak holiday periods, and severe weather events, and de-escalate through direct, respectful guest and team member interaction.

Develop Great People

- Mentor and develop the resort IT team, building field service, customer-facing, and troubleshooting skills across the group.
- Coach team members through escalations and on-call situations, using real incidents as teaching opportunities rather than handling them alone.
- Support hiring, onboarding, and seasonal ramp-up for resort IT roles in partnership with resort HR.

Serve First



- Serve as the resort's primary face-to-face support presence: walk the property, resolve issues at the point of impact, and follow through until the guest or team member is back in operation.
- Prioritize field work based on guest and revenue impact, giving first attention to ticketing, POS, and rental systems during operating hours.
- Advocate for resort operating needs when coordinating with corporate teams, translating on-mountain impact into clear, actionable escalations.

QUALIFICATIONS

Required

- Five or more years of information technology experience, or an equivalent combination of education and training, ideally including hands-on field service, cabling, or endpoint deployment work.
- Working knowledge of Windows workstation setup, repair, and troubleshooting, and end-user Windows and Office 365 administration.
- Demonstrated ability to lead, schedule, and prioritize the work of a small technical team, including on-call coverage.
- Hands-on experience with structured cabling (network, voice, fiber), network closet upkeep, and endpoint lifecycle management.
- Strong customer-facing communication skills, with the ability to de-escalate in person with guests and team members.
- Valid driver's license and ability to travel between base areas in winter driving conditions.

Preferred

- Prior IT experience in a resort, hospitality, retail, or other multi-site operating environment.
- Familiarity with Cisco switching, Avaya or comparable PBX platforms, VMware, and enterprise POS systems in a supported or escalation capacity.
- Experience with infrastructure documentation tools such as NetBox and with corporate CMDB/asset systems.
- Experience managing local vendor and contractor relationships and a departmental operating budget.
- Relevant certifications such as CompTIA A+, Network+, or Cisco CCNA.

EDUCATION AND EXPERIENCE

High school diploma or equivalent required; an associate or bachelor's degree in information technology, computer science, or a related field is preferred. A minimum of five years of progressive IT experience is required, with at least two years in a lead, supervisory, or senior field service capacity, or an equivalent combination of education, training, and experience.

PHYSICAL DEMANDS

- **Walking/Standing:** Regularly walks the property across multiple base areas and varied terrain, standing or walking for the majority of a shift.
- **Lifting:** Frequently lifts and carries equipment, cabling spools, and endpoint hardware weighing up to 50 pounds; occasionally moves heavier items with assistance.
- **Climbing/Working at Height:** Climbs ladders and works from lifts to run and repair cable, service network closets, and mount equipment.



- **Bending/Kneeling/Crawling:** Frequently bends, kneels, crawls, and works in confined spaces such as ceilings, crawl spaces, and equipment closets.
- **Manual Dexterity:** Performs fine motor tasks including cable termination, hardware assembly, and extended keyboard and mouse use.
- **Vision/Hearing:** Requires close vision for equipment work, color discrimination for cabling, and the ability to communicate clearly by radio, phone, and in person.
- **Outdoor Exposure:** Works outdoors and travels between base areas in cold, snow, ice, and wind during winter operations.

WORK ENVIRONMENT

This role is based at The Summit at Snoqualmie, a four-season, multi-mountain resort at Snoqualmie Pass, Washington, spanning five base areas and 20 chairlifts within the Mt. Baker-Snoqualmie National Forest. Work moves between offices, network and equipment rooms, retail and food service outlets, ticketing and rental areas, and outdoor locations across the property, in conditions that include cold, snow, ice, and high wind. The schedule varies with resort operations and requires evenings, weekends, and holidays during the winter season, with participation in an on-call rotation and response to after-hours incidents. Winter driving between base areas and over mountain-pass roads is a regular part of the role.

BENEFITS

- Health benefits coverage
- 401(k) retirement plan with employer match
- Ski and snowboard passes for employee and dependents across the Boyne Resorts network
- Paid time off and holiday pay
- Employee housing assistance, where available
- Access to Boyne Resorts employee programs, resort discounts, and professional development resources

ABOUT BOYNE RESORTS

Boyne Resorts is the largest family owned, independent mountain resort company in North America, operating 13 destinations from Vancouver, BC to Maine. Founded in 1948, Boyne's culture is built on long term thinking, deep investment in people, and a belief that each resort has its own character and community worth protecting.

HOW TO APPLY

Submit a resume and cover letter to through job posting on <https://www.summitatsnoqualmie.com/> . Applications are reviewed on a rolling basis. Internal and external candidates are welcome to apply.

EQUAL OPPORTUNITY EMPLOYER

Research shows that women and other underrepresented and historically marginalized groups tend to apply only when they check every box for the qualifications and desired experience in a job posting. If you are reading this and hesitating



to apply for that reason, we encourage you to go for it! A true passion and excitement for making an impact is just as important as work experience.

Summit at Snoqualmie is an equal opportunity employer committed to providing equal employment opportunities to all qualified individuals. We affirm the rights of all employees and applicants for employment to be protected from discrimination, harassment, and retaliation based on race, creed, color, national origin, sex, honorably discharged veteran or military status, sexual orientation, gender expression or identity, age, religion, disability, genetic information, marital status, citizenship or immigration status (all employees must be authorized to work in the United States), or any other status protected by applicable federal, state, or local law.

We are committed to providing reasonable accommodation to qualified individuals with disabilities and for religious observances in accordance with applicable law. Please contact summithr@summit90.com to request accommodations during the application process.