



# INFORMATION TECHNOLOGY MANAGER

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**DEPARTMENT:** Business Services  
**REPORTS TO:** Chief Financial Officer  
**CLASSIFICATION:** Exempt

**# OF HOURS:** Full-Time, 40 hrs  
**PAYRATE:** D.O.E.

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## **POSITION PROFILE:**

The Information Technology (IT) Manager plans, coordinates and directs the development, implementation, operation and maintenance of networks, information systems and technology solutions. The IT Manager has excellent planning, project management and problem solving skills, along with superior communication skills that include the ability to coach and teach others. A SAY IT Manager is a leader who continually seeks to learn and improve, has a passion for our mission, and effectively manages a complex area of systems.

## **ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:**

- Maintain data integrity on all networks, servers and electronic equipment
- Forecast and manage the capacity and availability of networks and applications
- Maintain the highest level of security required by HIPAA and funding requirements
- Perform the role of HIPAA Security Officer and remain up to date on all HIPAA requirements
- Work in conjunction with the HIPAA Privacy Officer to maintain all required systems, perform analysis and report deficiencies
- Manage all agency phone systems, mobile phones and mobile devices
- Perform quarterly reviews and diagnostics on systems and report findings
- Monitor, manage, maintain, administer and secure the server environment
- Prepare and monitor for disaster recovery, including backups of servers and other devices
- Forecast and provide repairs and upgrades for networks, hardware and software
- Install, setup, maintain and support appropriate software on servers
- Prepare and manage the annual IT budget
- Develop bid specifications for new and replacement hardware and software
- Advise programs and staff on technical solutions that support program and business objectives
- Coordinate selection and purchase of equipment, accessories and software to support SAY's strategic plan and goals
- Maintain an accurate inventory of all SAY IT equipment. Dispose of obsolete equipment in a manner consistent with funder guidelines
- Coordinate and provide in-service and hands-on training for staff for hardware and software applications
- Develop and maintain policies and procedures related to IT
- Remain current in the utilization and advancement of technology and its potential impact on current systems



# INFORMATION

## TECHNOLOGY MANAGER

- Create, implement and maintain Cloud based storage
- Prioritize and respond to Help Desk requests
- Ensure that all SAY sites, including main offices and off-site locations have adequate IT support

### QUALIFICATIONS:

- B.S. or equivalent degree in a computer related field required
- Five plus years of relevant experience with increasing independent oversight responsibilities

### KNOWLEDGE, SKILLS AND ABILITIES:

- Working knowledge of Windows Server and Exchange Server
- Relevant Supervisory experience
- Experience with a non-profit environment preferred
- Ability to meet deadlines and manage multiple priorities
- Capable of working independently and responsibly
- Access to reliable transportation and willing to use it for job-related tasks
- Have a driving record that complies with SAY Driving Policies

### WORKING CONDITIONS:

ENVIRONMENT: Office and occasional off-site functions. Typically an office environment with adequate lighting and ventilation and a normal range of temperature and noise level.

PHYSICAL REQUIREMENTS: While performing the duties of this job, the employee is regularly required to sit, use hands and arms to perform repetitive motions. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. Moderate dexterity application of basic skills (calculator, keyboard, hand eye coordination, etc.).

MENTAL: Must be able to relate well to all people of the community regardless of color, national origin, religion, sex, pregnancy, age, marital status, veteran status, sexual orientation, disability or socio-economic level. Must be emotionally mature, stable, and tactful and be able to provide professional leadership.

*The Job Description is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.*