

Our Mission: To Inspire Children, Empower Families and Build Stronger Communities

INFORMATION TECHNOLOGY MANAGER

POSITION SUMMARY:

A critical position that will head the technology department at Kidango. The Information Technology Manager is responsible for driving the strategic direction of IT to support the agency's business processes. This role oversees the IT department staff, plans, organizes, and implements agency goals while working closely in collaboration with Kidango's vendors and partners.

POSITION OVERVIEW:

- Employment Type: Full-Time/Exempt
- Location: Warm Springs Administration Office
- Job Category: Administration and Technology
- Reports to: Chief Operations Officer
- Supervises: Information Technology Assistants

PRIMARY RESPONSIBILITIES:

- Serve as the primary administrator for Kidango's IT infrastructure across all locations.
- Responsible for federally funded agency E-Rate program including but not limited to application, maintenance, monitoring and overview of program to ensure agency reimbursements are received.
- Ensure a highly productive, highly available IT infrastructure.
- Research new technologies; provide suggestions for changes and improvements that will reduce cost and/or increase productivity and efficiency.
- Attend meetings as needed to communicate the IT vision and strategy to all business stakeholders.
- Serve as a mentor and escalation point for our Help Desk team.
- Maintains department staff by hiring, training, and evaluating employees; maintaining a safe and secure work environment; developing personal growth opportunities.
- Conducts technology orientation and exit briefing for all staff; prepares technology and systems for new staff. Responsible for tracking all Kidango owned technology equipment through the off-boarding phase of an employment cycle.
- Recommends information technology strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements.
- Agency wide software and network administrator, managing the installation, replacement, upgrade and security of software and hardware as needed. Performs routine preventive maintenance on hardware and software.
- Budgets and plans agency technology needs. Oversee the monitoring and maintenance of IT assets across the company; Plan the lifespan of all the companies' technologies, including anticipated upgrades and replacements.
- Provides or directs the work of others to provide computer training and tech support for all users.
- Responsible for purchase, renewal, and placement of domain names.
- Manages network operations including but not limited to: troubleshooting connectivity problems; installing & maintaining routers; adding/terminating users; assigning rights and access; resetting passwords; establishing e-mail addresses; assessing and reporting operational status; performing backups and restores.
- Evaluates and purchases network services and equipment as needed.
- Manage entire agency phone system, provide troubleshooting, and recommended improvements.
- Defines and implements best practices for software license management and compliance with applicable laws and regulations.

- Endeavors to make technology and systems available around the clock, and prepares, maintains and tests technology disaster recovery or contingency plans to assure business continuity.
- Project manager for specialized software purchase and administration.
- Develops and executes technology donation program.
- Participates in activities that further professional growth. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices.
- Maintains confidentiality of organization, project, fiscal, personnel and all sensitive agency related information.
- Works as a member of the agency team by promoting the mission and philosophy of the agency.
- Provides excellent customer service to all staff, clients, and contacts of agency.
- Advocates on behalf of all children, families, and staff of agency.
- Ability to work effectively and use a positive approach with a diversity of people.
- All other duties as assigned by Chief Operations Officer.

POSITION QUALIFICATIONS/REQUIREMENTS:

- B.A. or B.S. degree or equivalent education and experience required.
- Must possess excellent communication skills. Ability to interact courteously with the entire Kidango community at all levels of technical sophistication.
- Ability to work on a variety of tasks simultaneously and able to work a flexible schedule, including some evenings and weekends.
- 5+ years of experiencing providing project management and IT support.
- 3+ years of experience managing mission-critical IT infrastructure.
- 3+ years of experience in system, storage, and network design.
- 2+ years of experience managing a team.
- Excellent understanding of cybersecurity, LDAP/AD, SSO, MFA, identity, and access management.
- In-depth technical knowledge of Windows (desktop + server), virtualization, networking, and security.
- Strong focus on communication skills, customer service, attention to detail, and sense of urgency.
- Ability to work independently; can prioritize and manage as needed.

PREFERRED BACKGROUND IN:

- Non-profits
- E-Rate program familiarity
- HIPAA and/or FISMA compliance
- Blackbaud Financial Software
- G-Suite and Chromebook administration
- Cloud Virtualization
- Datto backup and recovery
- Meraki appliances

COMPANY WIDE JOB REQUIREMENTS:

- Must pass a health screening and TB test
- Must pass background fingerprint clearance
- Valid Driver License
- Must be 18 years or older

ADMINISTRATIVE WIDE DEMANDS:

Job duties will be performed in an office environment and the physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job.

- This is largely a sedentary role; however the need for some walking and standing will be required
- The ability to lift up to 20lbs may be needed during some job duties
- The employee will be required to use hands for computer work, answering phones calls...etc.

FACILITY/TECHNOLOGY WIDE PHYSICAL DEMANDS:

Job duties will be performed in both an office environment as well as outside and the physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job

- The ability to perform heavy physical labor and lift or move maintenance equipment of various weights will be required
- The ability to lift 30lbs chest high will be required

***Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions**

Equal Opportunity Employer/Drug Free Workplace

HOW TO APPLY: To apply for this position please complete an application at
<https://www.kidango.org/Careers>

You may submit your resume along with an application. Please note that you are not considered an applicant until you have completed an application for employment.