

# Job Description

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

## INFORMATION TECHNOLOGY – IT Operations Manager

### POSITION SUMMARY:

The IT Operations Manager will be responsible for building out our Service Delivery Catalog and ensure our Service Operations are designed for scale. This position requires the ability to manage people and build a capable IT team. You will administrate our SaaS ecosystem, and coordinate day to day IT operations.

### POSITION OVERVIEW:

- Employment Type: Full-Time
- Location: Fremont, Warm Springs Administrative Office
- Job Category: Technology
- Supervises: Service Desk Technician
- Reports to: Vice President, Information Technology

### PRIMARY RESPONSIBILITIES:

- Complete ownership of the complete list IT service offerings, processes, and supporting workflows.
- Create and document Service Level Agreements (SLA's) for all IT services and ensure that SLA's are adhered to, implementing corrective action where necessary.
- Provide day-to-day management of Service Desk personnel.
- Serve as a technical escalation point for the Service Desk.
- Build/improve upon existing ticketing system and related workflows and automation.
- Function as the primary administrator for our SaaS ecosystem: Autotask, G-Suite, Bettercloud, VOIP PBX.
- Deploy and manage new projects that are directly related to the IT Service Catalog.
- Work closely with the infrastructure team on project-related deliverables.
- Collaborate with partner teams to achieve shared objectives.
- Manage cross-functional project and program planning and execution.
- Participate in planning for the budgetary needs of the IT department.
- Maintain confidentiality of the organization; project, fiscal, personnel, and all sensitive agency related information.
- Work as a member of the agency by promoting its mission and philosophy.
- Provide excellent customer service to all staff, clients, and contacts of the agency.
- Advocate on behalf of all children, families, and staff of the agency.

### REQUIRED SKILLS:

- In-depth knowledge and experience of Service Desk operations and processes – ticketing systems, inventory management, imaging, etc.
- A firm understanding of Service Desk KPIs and metrics.

- Strong foundational knowledge of Microsoft Server OS and domain services.
- Strong organizational skills. Must have a mindset for not letting details fall through the cracks (not even the small ones).
- Proven track record of creating detailed technical documentation.
- The ability to convey technical ideas and concepts to a non-technical crowd.
- Well-versed history of project management – workload balancing, prioritization, tracking, and reporting.
- Take ownership of our environment, have the curiosity to explore it, and think of ways to make it better. Actively seeks out work to improve the environment and your own technical skills.
- Strong interpersonal skills – must be a team player and work well in an open office environment.

#### POSITION REQUIREMENTS:

- 5+ years' experience in the Information Technology field – preferably with past managerial responsibilities.
- Has previously demonstrated leadership and personal management skills.
- Strong interpersonal, written, and communication skills.
- Experience working in a structured environment with a focus on ITIL foundation principles.
- Ability to prioritize and execute tasks in a high-pressure environment.
- Must be self-motivated with an ability to be an autonomous worker.
- Ability to present ideas in a user-friendly language.
- Hands-on experience with workstation and network administration in a corporate environment with multiple branch locations.
- Power-user level experience with Mac OS.
- Experience supporting both iOS and Android devices.
- Experience with security systems or other modern technology systems to include; VOIP phone system, email, anti-virus, ticketing systems, mobile device and endpoint management.

#### COMPANY WIDE REQUIREMENTS:

- Must pass a health screening and TB test.
- Must pass background fingerprint clearance.
- Must possess a valid driver's license.
- The ability to perform heavy physical labor and lift or move maintenance equipment of various weights will be required.
- The ability to lift 30 pounds chest high.
- Must be 18 years or older.

**\*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.