



WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

POSITION SUMMARY

The **Information Technology Manager** will lead our IT staff and provide oversight and management of our corporate networks, applications, systems, data, virtual platforms, and backup systems. The manager will assess and manage ongoing maintenance needs and upgrades to our networks and systems in a cost-effective way to meet our needs now and in the future. The IT Manager will be responsible for developing an Annual Technology Plan including network maintenance and growth plans, assist with creating annual and project budgets, and coordinate with the leadership team on the latest application and networking technologies. The Manager will develop and execute plans to achieve operational goals ensuring IT system continuity. The Manager ensures phone systems, IT Network, server and end user functionality, stability, and security, supporting a 24x7x365 mission critical HIPAA environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The **Information Technology Manager** works in tandem with any third-party IT MSP Providers to ensure continuity in all areas of network and computer hardware and software interconnection and telephone systems, such as routers, firewalls, hubs, bridges, gateways, etc. The IT Manager evaluates, coordinates, and performs installation and/or reconfiguration of hardware and software elements of networks and telephone systems as needed.

Works daily with IT staff, end users, MSP provider, and other third-party telephone and IT/IS providers in resolve issues impacting systems functions.

Essential Functions:

1. Oversees primary support for WCAP employees, network and PC /LAN servers, remote/VPN network connectivity, virtual platforms and cloud services which include planning, implementing, maintaining, and troubleshooting network and system hardware and software and other projects and duties as assigned.
2. Manages staff responsible for planning, implementing, maintaining, and otherwise supporting WCAP corporate networks and systems, Desktop hardware, laptops, mobile-devices and software products, corporate firewalls, database systems, network and systems security and access controls.
3. Responsible for systems administration of all servers (virtual and dedicated) companywide.
4. Responsible for corporate firewalls and security policies, antivirus, antimalware, employee security training and awareness.
5. Participates in immediate and long-term planning for the department to select and utilize appropriate technologies to meet the evolving needs of all WCAP locations and networks.
6. Ensures a functioning helpdesk ticket system providing high quality efficient service and timely resolution of issues to onsite and offsite users.
7. Ensures maintenance of PC configuration (desktops and laptops), VPN connections, PC software (site-specific and corporate), peripherals, LAN connectivity, and additional devices/software/hardware as needed (i.e. printers, copiers, mobile devices, A/V equipment)
8. Ensures a process to setup new users and support resources of terminated users.
9. Provides for and Active Directory Administration System ensuring policy, processes and procedures are standardized and followed (i.e. account changes and permissions)

Position Title:

Information Technology Manager

Department:

WCAP Administration

Reports To:

Supervises:

IT Systems Administrator

FLSA Status:

Exempt

Salary Range:

C

Last Revised/Approved:

MAY 2023

10. Provides for and ensures relevant internal, external, and site-specific policies, processes, and Standard Operating Procedures relating to data security, the network and its applications, and account access/management are established, monitored, and adjusted as needed.
11. Ensured proper ordering and track of supplies, asset management & dispersal of equipment and maintains documentation system requirements for supported users / sites.
12. Maintains and ensures the overall security, integrity, and continuity of the necessary operating network and systems.
13. Provides for the installing, configuring, maintaining, and upgrading of network hardware and software.
14. Ensures schedules and upgrades to systems, equipment, PC/Laptops and servers are done to optimize performance and redundancy needs.
15. Collaborates with various vendors as needed to support site specific services, hardware, and software.
16. Maintains and asset management system for IT equipment.
17. Ensures support of site-specific ERP, CRM, or database systems.
18. Works proactively to support and resolve issues in a timely and cost-efficient manner ensuring organizational functions, programs and services.
19. Provides best practice and WCAP system specific training to all WCAP staff including onboarding IT orientation, periodic update trainings, security and risk management trainings.
20. Assists programs with identification of software options and solutions as well as implementation and training of new software and functions.

Fiscal Management:

1. Purchases IT supplies and equipment while adhering to all Agency purchasing policies.
2. Maintains an inventory of all program equipment.

Personnel

1. Manages assigned personnel in accordance with applicable laws, rules, regulations and WCAP policies, protocols, practices and procedures.
2. Oversees appropriate training and/or development.

Professional Development:

1. Keeps up to date on state and federal regulations governing all aspects relevant to this position.
2. Participates in other local and state level meetings related to all aspects of this position.
3. Develops and maintains a strong working knowledge of federal and state laws and regulations.
4. Participates in trainings, meetings and professional development activities.
5. Attends educational workshops; reviews professional publications; establishes personal networks; participates in professional societies.

Safety and Wellness:

1. Actively promotes safety and accident prevention within the workplace.
2. Reports any unsafe conditions, incidents and/or accidents immediately.

Miscellaneous Duties:

1. Responsible for running errands as needed, e.g. banking, mail run, and picking up supplies, etc.
2. Performs light housekeeping duties.

Non-Essential Duties and Responsibilities:

1. Performs additional duties as assigned.

PERFORMANCE MEASURES

- IT systems and supports meet organizational needs and goals.
- Appropriate department procedures are developed and updated as needed.
- Budget goals are met.
- Department personnel are effective and efficient in resolving issues maintaining systems and equipment.

- Good coordination and collaboration is maintained for effective working relations with other departments.

GENERAL EXPECTATIONS

- Be committed to the Agency's Mission, Vision and Values.
- Maintain adequate knowledge of all WCAP programs in order to make referrals to other programs beneficial to the client, his/her family or friends.
- Maintain professional boundaries with all current, past, and prospective clients.
- Maintain confidentiality of clients, staff, and internal business information.
- Present professional and positive image as a representative of WCAP.
- Follow established policies and procedures and comply with all safety requirements.
- Communicate proactively with the supervisor regarding work flow, problems, suggestions, etc.
- Seek out and attend relevant professional development conferences, seminars, workshops, and other activities related to all aspects of this position. Participate in all Pre-Service and In-Service training and professional development activities as required by the position. Participate in other local and state level meetings related to all aspects of this position.
- Attend team and staff meetings as scheduled.
- Contribute to a positive, team-oriented work environment.
- Be punctual for scheduled work and use time appropriately.
- Perform required amount of work in a timely fashion with a minimum of errors. Meet deadlines.

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to stand, and sit for prolonged periods of time; walk; use hands to finger, handle, or feel, including operation of a standard computer keyboard; reach with hands and arms and talk, see and hear; bend and reach; lift and carry up to 10 pounds regularly, and up to 40 pounds occasionally. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in a business office setting. Noise level ranges from quiet to moderate. Assigned work may require travel within the local or neighboring communities. This position is a full-time hourly position that typically works normal daytime schedule. However, evening and week end time may be required to meet program and/or organizational needs. Travel to remote sites is required.

QUALIFICATIONS NEEDED FOR POSITION

General Requirements:

- Must have adequate transportation, a valid driver's license and meet WCAP's insurance.
- Ability to meet WCAP background clearance requirements.

Experience and Skill Requirements:

- Must have 5 years' experience working with Microsoft networked server environments.
- Must have 5 years experience working with Microsoft Infrastructure
- Must have 5 years experience in Information Technology
- 3 years supervisory experience.
- Requires exceptional management, organization, communication, and technical skills.

- Demonstrated success and performance in a team environment.
- Works well under pressure with strong technical aptitude.
- Experience with Microsoft Infrastructure – Active Directory domains, DNS, DHCP, File Sharing and Permissions, Group Policies
- Solid understanding of Windows and Microsoft back-office administration; and application resource utilization monitoring, Linux applications, VMware, virtualization and storage technology, Microsoft 365 including SharePoint, Power Apps and Power Automate, etc. and cloud infrastructure.
- Requires knowledge and familiarity with routing, switching, networking and IP address administration.
- Ability to document, organize and prioritize multiple work assignments and manage projects effectively.
- Technical planning, project management and supervisory experience preferred.
- Demonstrated analytical and problem-solving skills.
- Proficient in office applications such as Word, Excel, Power Point, etc.
- Experience with telecommunications systems and knowledge of PBX type systems are desired.
- Some skills in web development and web site maintenance are desirable.
- Must be proficient with one or more scripting technologies such as DOS, PowerShell, etc.
- Good time management skills, with proven ability to prioritize and organize a demanding workload, adapting to fit the changing needs of the business.
- Strong customer service orientation, able to understand and meet the needs of a diverse client base in a positive and professional manner.
- Proactive and self-motivated approach, able to work independently.
- Excellent communication skills (both written and verbal) and ability to relate with users, service providers, and management.

Education Requirements:

The following education requirements are considered essential:

- Bachelor’s degree in engineering, computer science preferred or associate degree in computer science, and equivalent in related work experience and education required.
- CompTIA Server+, CompTIA Security+ certification or other related IT professional certification are preferred.

*** All requirements and skills are considered to be essential, unless otherwise indicated*

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I have read and understand the above description, and I am confident that I will be able to meet the requirements of this job.

Employee Signature

Date

Supervisor Signature

Date