

Position Title:	<b>Information Technology Manager</b>	Department:	<b>Administration</b>	
Reports to:	<b>CFO</b>	Classification	Exempt <input checked="" type="checkbox"/>	Non Exempt <input type="checkbox"/>
Date:	<b>February 2020</b>	Supervises:	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

**General Function:**

This position oversees IT operations and enforces policy/procedure for all incoming and outgoing technological requests; monitors Crisis Center’s voice and data system to maximize up-time; provides oversight of day to day operations of help desk support, installation/maintenance of desktop workstations, troubleshooting and repair of computer workstations, peripherals, telephone workstations, voicemail, and other software and hardware; responsible for training end users, and closely maintaining voice/data security programs; and ensures back-ups are completed at multiple locations in Western Washington.

**Qualifications:**

- BA or equivalent education and experience plus 2-3 years of experience in technology management
- Excellent written and verbal communication skills
- Ability to troubleshoot and repair PCs
- Proficient w/ MS Office Suite, and TCP/IP administration
- Must be able to demonstrate skills through certifications and/or testing
- Able to execute administrative functions, troubleshooting, and routine maintenance functions on a multi-site, sophisticated telecommunications and data systems
- Experience supervising technician/trouble desk
- Must have valid driver’s license and pass criminal background check

**Principal Activities:**

Will supervise the completion of or complete the following:

- Responsible for supervision of Information Technology functions
- Maintain operational flow of incoming and outgoing technology requests/tasks/projects
- Ensure reliable maintenance and verification of backups to include a comprehensive business continuity program
- Maintain security programs and verify backups
- Supervise troubleshooting, repairing and maintenance of shared resources
- Maintain ePHI security and train end users on best practices for ePHI
- Responsible for user equipment deployment
- Ensure documentation is current; instructions, inventory, warranty, and tracking of workstation configurations and history
- Responsible for completion of all adds, changes, and moves to telecommunications systems
- Communicate with vendors to insure accurate and timely order fulfillment
- Troubleshoot telephone repairs and interface with vendors to accomplish repairs
- Responsible for maintenance and updating of all agency technology policies and procedures
- Other duties as assigned

**Effect on End Result:**

- Minimize work loss due to malfunctions.
- Achieve workstation integrity through preventative maintenance.
- Prevent data loss through security and back-ups.
- Enhance technology use through training.
- Increase agency communication through maintenance of IT systems.
- Enhance computer service department through maintenance of workstation inventory and history.
- Minimize work loss due to delays in initiating adds, changes, moves, maintenance, and repairs of telephone systems.
- Minimize work loss due to vendor errors in installations, maintenance, and repairs.
- Maximize the technological advantages that our existing equipment affords us.
- Maintain excellent vendor relations.
- Maintain excellent staff and customer relations.

**Physical Requirements:**

Must be able to sit for certain periods of time, bend and stoop occasionally, have the necessary ability to use a keyboard and lift up to 30 pounds.

If you wish to apply for this position, please email your resume and cover letter to: [recruiter@voaww.org](mailto:recruiter@voaww.org).

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