

JOB DESCRIPTION

JOB TITLE: Information Technology Manager		FLSA STATUS: Exempt
SUPERVISOR: Executive Director	PAY GRADE: Commensurate	SUPERVISOR RESPONSIBILITIES: Yes

ESSENTIAL DUTIES:

1. Manages Information Technology (IT) operations to include: acquisitions; disposals; installations; and maintenance and troubleshooting of workstations, servers, routers, switches, printers, software applications, phones, copiers, fax machines and other technologies.
2. Manages all software/certificates and ensures compliance with all licensing agreements.
3. Manages technology related maintenance agreements, service contracts, etc.
4. Recommends strategic technology plans, goals and outcomes; implements approved plan.
5. Creates and maintains documentation of Information Technology (IT) operations.
6. Develops and recommends technology policies, standards, procedures and technology checklists; creates and maintains technology operations manual.
7. Assists users understand and use technology; conducts regular technology presentations and trainings.
8. Responsible for the discovery, mitigation and documentation of information technology risks; completes monthly risk management reports.
9. Prepares, maintains and tests a technology disaster recovery plan; ensures the integrity, continuity and protection of sensitive data.
10. Develops and manages a technology budget and monitors and approves related expenditures. Reviews and approves cost pool expenditures.
11. Manages external technology projects.
12. Manages and maximizes the utilization of technology centers.
13. Participates on committees, task forces, workgroups, etc. Facilitates technology meetings and user groups.
14. Maintains knowledge of current technology by reading technology periodicals, evaluating new technologies and attending trade-shows, technical seminars and training sessions.
15. Designs, develops and maintains web-based applications. Continuously improves website and Intranet; adds new functionality and improves user ability to maintain with minimal technical support.
16. Implements, administrates and maintains databases.
17. Maintains a comprehensive knowledge of technology related systems and underlying purposes, reporting principles, etc.
18. Creates and maintains technical and non-technical system documentation including training materials and user manuals.
19. Responds to user questions and requests for assistance; creates, maintains and publishes technology related frequently asked questions.
20. Confers with users to gain an understanding of their perspectives and desired system modifications; analyzes feedback and provides change recommendations, including impact, cost and the time required to accomplish the change.
21. Manages staff and mentors interns; makes hire and fire recommendations.

QUALIFICATIONS:

Special Licenses, Traits, Skills and/or Certifications: Enthusiastic, self-starter, quick learner; logical thinker and problem solver; researcher; resourceful and innovative; detail oriented; capable of independent work; must demonstrate excellent analytical, listening and written/verbal communication skills.

Education and/or Experience: Bachelor's degree in Computer Science or Information Systems and two years related experience and/or training; or an equivalent combination of education and experience.

Computer Skills: To perform this job successfully the following skills and knowledge are required: Computer Hardware (replacing computer components, hardware drivers, etc.); Network/Workstation Peripherals; LAN/WAN Network Topology; Backup Systems; Active Directory; Printers; Network Security Software/Devices (Firewalls, VPN, Antivirus, Anti-spam, Content Filters, etc.) Classic ASP;

ASP.Net; Client-Side Scripting; Structured Query Language (SQL); Web Design; HyperText Markup Language (HTML); Relational Database Management; Internet Explorer; Microsoft Office Products; Microsoft Windows Operating Systems.

PHYSICAL DEMANDS:

The physical demands described are representative of those required 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 frequently required to stand. The employee is frequently required to walk. The employee is regularly required to sit. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms. The employee is occasionally required to climb or balance. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee is regularly required to talk and hear. The employee is occasionally required to smell.
- The employee must frequently lift and/or move up to 25 lbs and occasionally lift and/or move up to 100 lbs.
- Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those encountered while performing 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 occasionally exposed to work near moving mechanical parts, occasionally exposed to risk of electrical shock, occasionally exposed to extreme heat (non-weather), occasionally exposed to vibration.
- The noise level in the work environment is usually moderate.

WORK CONDITIONS: The work conditions for this job description are:

- Access to reliable transportation to perform essential duties and obtains and maintains the organization's motor vehicle liability insurance requirements. Maintains an acceptable motor vehicle record, acceptable Pennsylvania child abuse history clearance and criminal record report.
- Community Action, Inc. maintains an at-will policy of employment that means employment and compensation may be terminated with or without cause and with or without notice at any time at the option of either Community Action, Inc. or the employee.

The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

I CERTIFY I HAVE READ THIS JOB DESCRIPTION, IT HAS BEEN EXPLAINED TO ME AND I UNDERSTAND MY DUTIES AND RESPONSIBILITIES AS STATED HEREIN. I UNDERSTAND COMMUNITY ACTION, INC. MAINTAINS AN AT-WILL POLICY OF EMPLOYMENT WHICH MEANS EMPLOYMENT AND COMPENSATION MAY BE TERMINATED WITH OR WITHOUT CAUSE AND WITH OR WITHOUT NOTICE AT ANY TIME AT THE OPTION OF EITHER COMMUNITY ACTION, INC. OR MYSELF AS AN EMPLOYEE.

Employee Signature

Date

Immediate Supervisor Signature

Date