

Director of Information Technology

Job Description

Job Title: **Director of Information Technology**

Supervisor: VP Of Administration / CFO

Position Summary:

- This position is responsible for Administering and Managing all of the Information Technology Infrastructure and providing technology support and training. Primary duties include: Daily management of the department as well as the development, guidance and training of IT staff and Consultants. Responsible for the Research and Development of Infrastructure Design, Maintenance and Operation of Data Centers, Budgeting, Purchasing and Logistics. Responsible for the development of ETO platform, including overseeing individual program design, data extractions, data analysis, multiple reporting projects, etc. Ensure proper facilitation of ETO functionalities and deliverables. Oversees IT Infrastructure Security and Compliance, IT Project Management and All IT Project initiatives
 - FLSA Status: Exempt
 - Supervisory Responsibilities: Yes
-

Essential Functions and Responsibilities:

- Maintains a thorough knowledge of the organization and adheres to all organizational standards.
- Keeps immediate supervisor well-informed of activities and recommends corrective actions.
- Manages and maintains Microsoft Windows applications and systems including but not limited to Windows XP, Vista, 7, 10 Server 2003, Server 2008, 2012 SQL Server 2008.. etc.
- Manages the acquisition, installation and maintenance of the organization's local area network hardware/software.
- Manages network operations to include: troubleshooting connectivity problems; installing & maintaining routers; Managing and Administering VOIP Telephone systems; adding/terminating users; assigning rights and access; resetting passwords; establishing e-mail addresses; assessing and reporting operational status; performing backups and restores; etc.
- Conducts technology orientation and exit briefing for all staff; prepares technology and systems for new and existing staff.
- Ensures technology documents/certificates such as product registrations, SSL certificates, maintenance agreements, service contracts, etc. related to technology operations and/or technology services are evaluated, updated and processed.
- Implements, administrates and maintains databases.
- As needed provides written technology recommendations and policy guidance to managers, supervisors, staff and consumers/participants.
- Research and Provide necessary recommendation to Executive Management regarding Purchasing, Upgrading and Implementation of Technology
- Designs, develops and maintains web-based applications including websites and intranets. Continuously improves the organization's Web site and Intranet; adds new functionality and improves user ability to maintain without technical support.
- Developing Cloud Solutions and ensuring the organizational goal of being data driven is implemented.
- Ensure Disaster Recovery and Redundancy of servers are proper.
- Work with implementation of all software platforms and EMR

- Ensure all reporting tasks are performed on a consistent basis.
- Responsible for the integrated operation of ETO Platform across the board with the proper usage of data extractions that can be utilized for numerous agency initiatives.
- Responsible for the Daily Guidance, Development and Training of IT Staff.
- Performs routine preventive maintenance on hardware and software.
- Analyzes technology requirements and develops functional specifications. Conducts comparative analysis and competitive bidding when necessary.
- Assists staff in understanding and using technology; conducts staff technology presentations and trainings.
- Presents and implements technological alternatives to streamline functions and improve productivity.
- Develops and maintains technology policies, standards and procedures manual; develops and maintains related technology checklists.
- Responsible for troubleshooting workstations, networks, software applications, phones, copiers and other technologies.
- Manages technology inventory to include procurement and disposal.
- Ensures compliance with all software licensing agreements. Manages and safeguards software media and associated licenses. Tracks software versions. Maintains centralized software use log.
- Develops annual technology goals and detailed plans for goal accomplishment.
- Creates and maintains LAN/WAN maintenance logs.
- Ensures networks, workstations, operating systems and software applications are operational; ensures hardware and software is patched and/or updated; ensures all analog and broadband circuits are operational in accordance with vendor specifications.
- Ensures for the availability, continuity and security of data and information pertaining to the organization.
- Prepares, maintains and tests a technology disaster recovery plan.
- Ensures Proper Data Backup including Offsite Backup Solutions
- Manages external technology projects.
- Participates on committees, task forces, workgroups, etc. As directed, facilitates technology meetings and user groups.
- Develops and maintains an excellent working relationship with other organizations, ensuring the organization is well received and presented professionally and positively.
- Respects confidentiality in discussing consumer/participant, staff, volunteer and organizational matters; also maintains confidentiality of organization, project, fiscal and personnel related information.
- Maintains knowledge on current technology by reading technology periodicals, evaluating new technologies and attending trade-shows, technical seminars and training sessions.

Computer Skills:

To perform this job successfully the following computer proficiency is (are) required: Adobe Photoshop; Adobe Dreamweaver; Adobe Illustrator; Adobe In Design; Internet Explorer; Microsoft Access; Microsoft Excel; Microsoft Outlook; Microsoft PowerPoint; Microsoft Publisher; Microsoft Word; See other required technology skills and qualifications identified under "Other Skills and Qualifications".

Other Skills and Qualifications:

- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts of basic algebra and geometry.

Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems.

- Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, musical notes, etc.,) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

Knowledge of and experience with: LANS/WANS; Windows Server Environment; Microsoft SQL Server; Microsoft

- Exchange; Internet Information Services; backup systems; network/workstation peripherals; print servers; firewalls, spam & antivirus hardware/software; VOIP Telephone Systems, HTML, Cascading Style Sheets; computer hardware (replacing hard drives, hardware drivers, etc.).
-