ROLE DESCRIPTION

Role: Information Technology (IT) Manager

DEPARTMENT: Administrative Services

REPORTS TO: Vice President of Administrative Services

CLASSIFICATION/ STATUS: Full-Time, Exempt

GENERAL STATEMENT OF DUTIES & RESPONSIBILITIES:

The Information Technology (IT) Manager is responsible for the overall operation, maintenance and security of City Gospel Mission's computer technology systems and the related items (like phones/printers/security systems.) These systems are largely located at the CGM Dalton Campus, Hope House's Middletown Campus and satellite sites (ex. Goethe St.) Many staff member have laptop computers so remote capability management is critical. The IT Manager is also responsible for managing IT Vendors, Staff, Contractors and Volunteers.

The IT Manager, under the direction of the Administrative Services VP, is responsible for coordinating, planning, and leading computer-related activities in the organization. He/she helps to determine the Information Technology needs of the organization and is responsible for implementing computer systems to fulfill the organization's information systems requirements. This person will also provide timely technical support for staff.

MAJOR POSITION RESPONSIBILITIES:

1.   Conduct the work of oversight in a manner that is aligned with the ministry's core values of being: <u>Godly</u>, builders of meaningful <u>Relationships</u>, <u>Compassionate</u> and focused on <u>Positive Transformation</u> for Ourselves and Participants in our Programs.

2.   Responsibilities for IT Manager:
- Analyze/understand our ministry/business requirements by partnering with leaders across the organization to develop solutions for IT needs.
- Lead IT projects, including the design and deployment of new IT systems and services.
- Monitor the performance of information technology systems and make recommendations for improving the IT infrastructure.
- Help define IT infrastructure strategy, architecture, and processes.
- Train and support CGM staff with ministry-wide technology as needed. Set up and provide IT orientation for new employees.
- Troubleshoot for staff, hardware and software issues related to IT.

- Establish and maintain critical measures for ensuring user-friendly, reliable, responsive, secure operations and delivery of IT services.
- Manage resources (budget and efforts) and priorities in a way that meets the critical needs and shows work that has been completed, in-process and to be done. (Ticketing/Trackable System)
- Documents the key IT vendors, hardware, software, server, security, network, copier/printer, audio/video infrastructure being used by users and across CGM locations. (IT Architecture)

3. Work effectively with CGM Leaders and functional leaders, Marketing, Communications, HR, Accounting, and Facilities to ensure all IT is effectively managed/maintained to meet work requirements.
4. Establish and/or manage IT Vendor relationships. Engage them as needed for network support, break/fix and technology replacement.
5. Assist Cause Areas/Departments with program specific technology systems such as the CGM Website and Intranet, Accounting software, Volunteer and Donor software and databases.
6. Ensure important computer data and confidential files are secure from unauthorized users and possible damage. Procedures and systems must be in place to recover quickly and completely with minor disruption from a catastrophic event or processing error for donor files, financial data, payroll records and emails.
7. Equipment Management – Ensure that records are kept, and that all planned and needed maintenance on CGM IT Equipment is budgeted and completed appropriately.
8. As key staff at CGM, be willing to assist with events, presentations, fundraising, …etc. and other activities in support of the mission.
9. Assist management to develop annual operating and capital budgets that will address the short term and long-term technology needs of the organization.
10. Assist CGM Facilities Manager on building access and security.
11. Manage and maintain Cyber Security Awareness training for staff and users.
12. Process invoices and Purchase Orders for departmental and mission/business IT needs. Example our internet supplier.
13. Source and procure IT related hardware, software, and systems.
14. Manage hardware refresh cycles, e-waste disposals, IT inventory, and IT closet equipment.

PERSONAL REQUIREMENTS:

1. Have the personal experience of receiving, by faith, Jesus Christ as Savior and Lord and be actively involved with a local church.
2. Have a passion for seeing men, women, and children come to know Jesus Christ as their personal Savior and Lord.
3. Have a personal fellowship with the Lord, which includes daily prayer and Bible study.
4. Agree with and sign the statement of faith and mission essentials of City Gospel Mission.
5. Have a personal conviction to serve people of all ethnicities with genuine care and equity.

PHYSICAL REQUIREMENTS:

1.   Is able to move, function, drive and travel to CGM facilities locations as needed.
2.   Role requires ascending/descending stairs, lifting or moving up to 40 pounds of office equipment or furnishings in an office and residential setting.
3.   The person in this position frequently communicates with individual employees. She/he must be able to exchange clear and accurate written and verbal information in these situations.

SKILLS AND EDUCATIONAL QUALIFICATIONS:

1.   Excellent working knowledge of computer systems, security, network and systems administration, databases and data storage systems, and phone systems.
2.   Bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field, is preferred. Equivalent experience is acceptable.
3.   Minimum of two years' experience working in IT operations
4.   Strong critical thinking and decision-making skills
5.   Excellent project management skills and strong ability to set and meet priorities.
6.   Firm grasp on IT infrastructure and operations best practices
7.   Can work well with others and still work independently.
8.   Must pass a background and driver's check and drug screen.

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