

Information Technology Manager

Job Title: Information Technology Manager

Salary Type: Exempt

Reports to: Associate Executive Director

Effective: February 2022

PRINCIPAL OBJECTIVE:

This full-time position is responsible for supporting organization IT needs and driving the development of IT solutions enabling the organization to serve member needs and meeting organizational objectives.

CORE RESPONSIBILITIES:

- Manages relationships with key third-party IT vendors to provide Information Technology (IT) and Information Systems (IS) guidance to all entities.
- Maintains the integrity, security, and seamless operation of the organization's technology platforms through collaboration with preferred vendors..
- Oversees and manages Pi Beta Phi's membership database (iMIS), including reporting, data integrity work and reconciliation in partnership with Pi Phi's third-party vendor.
- Successfully oversees ongoing and new IT/IS initiatives to meet the organization's need by providing insight and recommendations through strong project management. Collaborates across teams within the organization.
- Recommends the strategy and budget for the future direction of network and server infrastructure, member database and other supporting systems.
- Oversees the installation, support, maintenance, and asset control of servers, desktops, hardware and software, including the Fraternity's member database, to meet the evolving needs of the organization. Manages such with consideration for member and user ease and minimizes disruption.
- Analyzes business needs and recommends technical solutions.
- Supports use of technology solutions at Headquarters. Trains staff on how to best utilize and suggests improvements and enhancements to meet everchanging needs.
- Implements disaster recovery and back-up procedures and information security and control structures.
- Designs and implements training programs for volunteer officers.
- Provides technical support and guidance to staff and volunteers. Offers premier customer service to a wide range of end-users with varying levels of comfort and familiarity with technology.
- Successfully leads transition in technology solutions from request for proposals (RFP) phase to implementation and adoption, if needed.
- Other duties as assigned.

CORE COMPETENCIES:

Leadership and Strategic Thinking: thinks and works strategically to proactively meet organizational goals, puts the tools in place for others to meet organizational goals, plans for the future

Problem Solving: listens to user problems for a clear understanding of the issue and why it is important, breaks complex issues into manageable parts, scopes out and manages projects taking into consideration impact on other systems, users, and processes

Effective Communication: possesses strong oral and written communication skills, demonstrates ability to explain rather than just tell, actively listens to others

Customer Focus: dedicated to meeting the needs of internal and external customers, builds strong relationships with staff, volunteers, members and vendors fostering open dialogue to build trust and respect

Technical Skills: deep understanding of relational databases, Microsoft SQL Server, SQL Server Reporting Services (SSRS), web technologies, proficient with all operating systems/hardware/software

SELECTION CRITERIA (Knowledge, Skills and Abilities):

Bachelor's degree in Computer Science, Information Services, Project Management or related field of study. iMIS expertise highly preferred, or comparable system expertise required. Experience in a database environment, understanding multiple integration points.

Minimum 5 years' experience or any equivalent combination of experience and training that provides the required knowledge, skills, and abilities listed below.

ADDITIONAL INFORMATION:

Some travel required