



Job Title: Information Technology Manager

Hours: Full-Time

Location: San Rafael, CA

Pay Rate: \$36.00 - \$40.75 per hour

Buckelew Programs' mission is to promote recovery, resilience & hope by providing behavioral health & support services that enhance quality of life. Since 1971 the agency has provided behavioral health services along a continuum of care.

The **Information Technology (IT) Manager** is responsible for managing the technology infrastructure of Buckelew Programs, ensuring an operable network and functional resources that the network supports. Will also assist end user staff with desktop support and service requests. The IT Manager reports to the Director of Operations & Administration.

Responsibilities:

- Work in partnership with an external IT consultant to lead and successfully complete projects related to the needs of the organization.
- Maintain the effectiveness/efficiency of the organization by defining, delivering and supporting strategic plans. Preserve assets by implementing disaster recovery, backup procedures, information security and control structures. Recommend information technology strategies, policies and procedures by evaluating organizational outcomes, identifying problems and anticipating organizational requirements.
- Inform senior staff about industry innovations and recommend relevant system upgrades. Analyze business needs presented by users and recommend technical solutions with timelines for completion. Direct research in emerging technologies by studying organizational goals, strategies, practices and user projects.
- Accomplish financial objectives by forecasting requirements, preparing an annual budget, scheduling expenditures, analyzing variances and initiating corrective action.
- Maintain quality of service by establishing and enforcing organizational standards.
- Troubleshoot hardware and software issues in person and remotely. Troubleshoot network issues and outages. Monitor performance and maintain systems according to established parameters/requirements. Recommend and implement process improvements to ensure system reliability, security and performance. Participate in all hardware and software evaluations/decision-making and maintain vendor contracts.
- Install and configure software and hardware. Administer email and anti-virus systems. Create, maintain and update documentation related to IT procedures and configurations. Manage hardware, software and IT peripherals inventory. Produce detailed timelines and implement effective project control for software/hardware upgrades. Verify application results by conducting system audits of technologies implemented.
- Set up user accounts and workstations. Assist end users with desktop issues. Perform programming moves/adds/changes in telephone system. Develop and conduct trainings for new hires and existing users as needed.
- Assist with the administration of a mobile device management (MDM) platform.

Qualifications:

Education and Experience: Bachelor's Degree in a field of technical focus and/or equivalent experience or a combination of education and experience required. Two to five years related experience in an IT service and delivery environment. Interest in working in a fast-paced environment with changing responsibilities.

Skills and Abilities: Proficient in PC desktop troubleshooting in a networked environment. Understanding of networking concepts such as DNS, DHCP, Email, and TCP/IP protocols and applications. Advanced knowledge of Microsoft Office 365 use and implementation. Knowledge of Windows Server 2008 up to 2016, including Active Directory. Mobile device knowledge (iOS). Familiarity with Avaya phone system programming, or system(s) of similar complexity. Excellent communication skills, both verbal and written. Ability to manage multiple projects and meet deadlines while maintaining high customer service standards. Strong organizational skills; ability to balance priorities and set expectations. Excellent people skills with technical and non-technical users. Working understanding of highly confidential environments and ability to maintain confidentiality. Have and maintain a valid California Driver's License and personal automobile with insurance coverage for use on the job.

Physical Requirements: Requires occasional lifting (up to 50 pounds), standing, walking, and reaching, kneeling, crawling and crouching. Requires frequent hearing and talking. Nearly all work is performed in a comfortable indoor facility. Ability to maintain composure and work quality with some interruptions; regular local travel; involves frequent exposure to demands and pressures from persons other than immediate supervisor. Able to handle objects with both hands and the use of fine motor skills for the duration of a shift. Frequently operates a computer and other office productivity machinery, such as a copy machine and computer printer. Vision requirements: Ability to see information in print and/or electronically; possess visual acuity to use equipment and tools safely. Hearing requirements: Ability to hear information in person and by telephone.

About this Position: This is a full-time position with a typical 40 hour workweek of Monday through Friday with some flexibility required. Working hours to be agreed upon.

Apply on our Career Center: <http://www.buckelew.org/about/careers.html>