

# IT Manager/Analyst

Dept/Div: *Finance*

FLSA Status: *Exempt*

## General Definition of Work

Performs complex skilled technical work designing, implementing and managing the Agency's IT infrastructure, including application systems, computer/communication systems, network and related systems; analyzes information processing within the organization to implement and improve computer applications, solutions and systems; analyzes user requirements, procedures, and problems to automate or optimize existing systems; reviews computer system capabilities, workflow and limitations, and related work as apparent or assigned. This role involves approximately 50% management level and 50% analyst level work. Work is performed under the general direction of the Finance Director.

## Qualification

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

## Essential Functions

Monitors all IT systems, budgets and project plans, makes recommendations for new or upgraded technologies and communicates with a variety of levels of staff.

Ensures maintenance of overall infrastructure of the Agency's servers, firewalls, network applications and network connectivity between all sites.

Monitors and manages all devices, security systems and the flow of information in a secure manner without impacting business operations.

Responsible for all IT segments including the procurement, disposal management, monitoring, project cycle and integration of all systems to achieve business operation and stability.

Works professionally with vendors to ensure system standards are met for software, hardware and protected information.

Identifies and resolves problems with technology, networks, phones, and printers.

Budgets for equipment and assembly costs.

Provides network, hardware, software support; coordinates and links the computer systems within the organization to increase compatibility and so information can be shared.

Maintains existing software and hardware and upgrades those that have become obsolete.

Monitors computer networks and systems to identify how performance can be improved; assembles and tests new systems; expands and modifies systems to serve new purposes or improve workflow.

Installs and configures computer hardware, software, systems, networks, printers, and phone systems; assesses the usefulness of pre-developed application packages and adapts them to a user environment.

Confers with leadership regarding information processing or computation needs computer programs are to address; responds in a timely manner to service issues and requests.

Provides technology support across the company - over the phone/email or in person.

Sets up accounts for new users.

Trains staff on new technology, best practices, and technology security.

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## Knowledge, Skills and Abilities

### Competencies required:

Thorough skill in managing work processes and serving internal clients, thorough skills in computer and communications proficiency, thorough analytical and thinking skills, thorough project management and organizational skills, general skill managing financial resources, and some knowledge of real estate and property management.

### Other knowledge, skills and abilities required:

Comprehensive knowledge of computer electronic equipment hardware and software, including applications and programming; general knowledge of telecommunications systems operations; general knowledge of principles and processes for providing customer and personal services including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction; thorough skill determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes; thorough skill identifying complex problems and reviewing related information to develop and evaluate options and implement solutions; thorough skill operating standard office equipment and applicable hardware and software; ability to interpret data to forecast trends; ability to make arithmetic computations using whole numbers, fractions, and decimals; ability to compute rates, ratios, and percentages; ability to establish and maintain effective working relationships with clients, landlords, similar agencies, staff, and the general public; ability to respect and relate well to people from varied backgrounds, understand diverse worldviews, and be sensitive to group differences; ability to see diversity as an opportunity, and challenge bias and intolerance.

## Education and Experience

Bachelor's degree with coursework in information technology, or related field and considerable experience maintaining and improving computer systems in an organization, or equivalent combination of education and experience.

## Physical Requirements

This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 25 pounds of force; work regularly requires sitting, using hands to finger, handle or feel and repetitive motions, frequently requires walking, speaking or hearing, reaching with hands and arms and lifting and occasionally requires standing, climbing or balancing, stooping, kneeling, crouching or crawling and pushing or pulling; work requires close vision, distance vision, ability to adjust focus, depth perception, color perception and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, assembly, or fabrication of parts within arm's length, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a very quiet location (e.g. park trail, storage or file room).

## Special Requirements

None.

Last Revised: 5/24/2021