

Gleaners Community Food Bank Job Description

Job Title: Information Technology Manager
Reports to: Chief Financial Officer
FLSA Status: Exempt
Department: Finance/IT
Last Update: Draft August 2020

This position oversees and manages all technological systems and services implemented by and provided for Gleaners Community Food Bank.

Essential Duties and Responsibilities

1. Performs second tier help support duties.
2. Establish and maintain server maintenance, policies, and procedures.
3. Performs on-site CPU and server maintenance including hardware and software.
4. Performs database support including GIS, Primarius, and Access.
5. Troubleshoots network connectivity.
6. Provide instruction and assistance regarding office hardware and software including but not limited to workstations, laptops, tablets, desk phones, cell phones, and smartphones.
7. Maintains communication with and trains staff regarding technological issues.
8. Maintains inventory database for hardware and software.
9. Train staff on new and existing software applications.
10. Execute technical side of on-boarding and off-boarding of employees.
11. Identify cost-effective or labor saving alternatives using technologies.
12. Facilitates year end system close and revaluations
- 13.** Recommend new and/or changes to existing hardware and software that promote efficiency and effectiveness.
14. Actively seek operational inefficiencies and provide process improvement tools, training, and consultation
15. Develop and implement tools, software, procedures, to help standardize systems, reduce costs, and improve efficiency and effectiveness
16. Manage organization wide projects and related tasks
17. Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities
18. Other duties as assigned.

Scope of Position

Budgetary Responsibility:	Moderate
Personnel Responsibility:	Moderate
Access to Confidential Info:	High
Supervisory responsibility:	Moderate
Customer Contact:	Donors: Moderate Volunteers: Moderate Partner Agencies: Moderate Outside Vendors: Low

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty 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.

Education/Experience

- Bachelor's degree required from four-year College or University
- 5 years related experience
- Knowledge of Microsoft 365 (SharePoint, Excel, Word, Teams, Planning, Outlook) , Primarius, Loftware Labeling, Paint Shop Pro, Adobe creative suite, Geographical Information Systems, on-line ordering interfaces, and Avaya phone systems
- Previous supervisory experience
- Ability to multi-task in a fast paced environment
- Budget Experience

Certificates and Licenses

A+ preferred

Microsoft preferred

Language Ability

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

Math Ability

Ability to apply advanced mathematical concepts such as exponents, logarithms, quadratic equations, and permutations. Ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Physical Demands

The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus. While performing the duties of this job, the employee is regularly required to use hands and talk or hear. The employee is frequently required to sit; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee is occasionally required to stand; walk and climb or balance.