

## **Gleaners Community Food Bank Job Description**

**Job Title:** Information Technology Director  
**Reports to:** Vice President, Administration  
**FLSA Status:** Exempt  
**Department:** Administration  
**Last Update:** February 2021

The IT Director oversees and manages all IT staff and systems for Gleaners Community Food Bank.

### **Essential Duties and Responsibilities**

- Implement and maintain, a comprehensive technology strategy to include current systems and future enhancements required to provide the organization with the tools necessary to address technology issues critical to the operations of the agency (includes but not limited to computers, printers, hardware, software, connectivity, phones, etc)
- Solicit and evaluate proposals to assess project feasibility and requirements.
- Oversees and manages related IT security systems including door access, cameras, etc.
- Support current computer information resources, providing for data security and control, strategic computing, and disaster recovery.
- Effectively communicate relevant technology-related information and appropriately disseminate sensitive information.
- Implement controls to ensure that technology functions within the organization are reviewed on a regular basis, with recommended corrective actions for improvement.
- Deploy and maintain company-wide technology standards and protocols.
- Document information for all technology procedures, incidents, and events.
- Perform reviews of the organization's technology management
- Support company technology guidelines, usage policies, standards, and procedures.
- Responsible for the relationship and contract maintenance with all IT vendors
- Managing inventory, forecasting needs and proactively purchasing ahead of organization's needs.
- Recommend new and/or changes to existing hardware and software that promote efficiency and effectiveness.
- Ensure that company assets are maintained responsibly.
- Maximize the efficiency of technology.
- Maintain and ensure the normal operations of technology systems including all servers, workstations, printers, network appliances, backup systems, and installed software.
- Oversee and direct all installations, upgrades, monitoring and maintenance of software and hardware to keep technology operations running smoothly.
- Responsible for ensuring there is a point-of-contact for technical assistance to all in-house and remote employees.
- Provide first and second tier support in coordination with organization's technology partners and vendors for day-to-day technical issue as needed.
- Performs database support including GIS, Primarius, and Access.
- Provide instruction and assistance regarding office hardware and software including but not limited to workstations, laptops, tablets, desk phones, cell phones, and smartphones.
- Ensures team members are trained on technological issues and software applications as needed.
- Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities.
- Other duties as assigned.

**Scope of Position**

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

**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**

- Technology-related degree
- 6+ years management experience in an IT environment
- 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
- Previous experience in a not for profit environment helpful
- Ability to multi-task in a fast paced environment
- Budget Experience

**Certificates and Licenses**

Microsoft 365, Azure, CompTIA Net+, CCNP, or related

**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.