
Position: IT Support Manager, IT Manager

Level: Manager

Summary:

The IT Support Manager will provide business technology support services to the organization. The primary objectives of this position are to lead a team of technology specialists and to become the subject matter expert for Tri Delta's systems. The position requires an individual skilled in technical knowledge, problem solving and communication to assist all departments with their technical requirements. This role collaborates with team members, management and other departments to shape the tools, processes and procedures that deliver an exceptional customer experience.

Qualifications:

- Bachelor's degree in related field preferred
- ITIL Certification
- Minimum 5 years of experience within information technology and system support
- Minimum 2 years managing and leading a service desk team
- Knowledge of data processing systems, concepts and methodologies
- Knowledge of O365 advanced management
- Familiarity with Active Directory and Azure
- Understanding of the processes and importance of change control procedures
- Familiarity with tracking and managing issues using a ticket system

Primary Roles: Team management, ticket response and escalation, process development, staff training (documentation and in-person), management of support vendors, troubleshooting hardware and software issues, evaluation of new technologies to improve business processes, measurement of team KPIs, project management

Reports To: COO and the VP of Marketing and Communications

Supervises: Technology Team

Travel: Less than 10%, if any

Typical Week: 40 hours

Key Responsibilities: The IT Support Manager oversees the entire technology infrastructure at Tri Delta, including components managed by third-party vendors.

- Represents IT for Enterprise Project meetings
- Help Desk oversight and tasking
- Maintain and report on IT Operations Dashboard
- Manages Asset list for organization, including Warranty Documentation
- Manages relationship and change control process with vendors (including standing meetings)
- Acts as primary point of contact for afterhours/emergency IT issues
- Develops and communicates IT Processes and Procedures
- Implements Continuous Improvements based on patterns and frequency (identifies and implements metrics-based reporting)
- Conducts audits and ensures quality, effectiveness and cost savings
- Performs and documents annual test of Disaster Recovery Plan
- Proactively develops and delivers training for internal staff members, with the goal of enabling Tri Delta staff to work autonomously in the iMIS environment.
- Acts as an escalation point for internal and external support tickets.
- Produces documentation of internal processes.

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- Identifies, analyzes and interprets trends or patterns in complex data sets.
 - Identifies opportunities and delivers solutions to improve organizational technology maturity.
 - Weekend work (primarily conferences) and work outside of normal business hours (system updates during defined system maintenance windows) may be occasionally required.
 - Be passionate about serving others (e.g., Executive Office employees, Board members, collegiate and alumnae members) and helping them become the best versions of themselves
 - Consistently demonstrate bravery, boldness and kindness.
 - Participate in the development of team goals which ultimately supports enterprise goal(s) of member experience, organizational effectiveness and sisterhood growth.
 - Participate in Tri Delta events and pursue external relationships.