

Job Announcement: April 27, 2018

Position Title: Technology Systems Manager
Reports to: Chief Operating Officer
Supervises: Technology Support Specialist
Location: Chicago, IL

Organizational Overview: The Sargent Shriver National Center on Poverty Law provides national leadership in advancing laws and policies that secure justice to improve the lives and opportunities of people living in poverty. We put race front and center in our work. We recognize that inclusion of diverse voices, perspectives, and experiences is essential to understanding and addressing complex issues in our advocacy and within our organization. To that end, we focus on issues that deeply affect the lives and social mobility of people living in poverty: economic justice, housing justice, health care justice, and community justice. We lead, equip, and mobilize multi-state networks to advance an anti-poverty and racial justice agenda. Through training and leadership development programs designed to foster innovation and collaboration, we strengthen core competencies of advocates across the country.

Position Overview: The Sargent Shriver National Center on Poverty Law (Shriver Center) is seeking an experienced Technology Systems Manager to evaluate organizational needs for information technology and provide strategic guidance and management on the development and implementation of strategies, systems, and practices to meet those needs in a cost-effective, timely manner. The Technology Systems Manager will lead technology planning and will ensure that all information processing systems, organizational databases, websites, and equipment function properly and are maintained and repaired as needed. The Technology Systems Manager will also be responsible for supervising the Technology Support Specialist in providing front-line desk top support, managing user accounts, training staff, procuring equipment, and implementing special projects.

The successful candidate will have strong skills and experience managing information technology functions including systems applications and development, database administration, financial systems, CRM, LMS, timekeeping, desktop support, website integration and maintenance, email, intra- and inter-networks, and telephone and video conferencing. Acting as the organization's chief cyber security officer, the Technology Systems Manager will assess risks and implement protections against intrusion. The Technology Systems Manager will advise on the purchase of new computer hardware and software and the selection of vendors for special projects or support agreements. The successful candidate will have strong project management skills and be able to lead technology committee meetings and manage the development and implementation of an annual organizational technology plan. The Technology Systems Manager will also assist with budgeting for technology, documenting technology policies and procedures, and helping the organization comply with annual audit requirements.

Responsibilities:

Technology Strategy & Management

- Works with Chief Operating Officer and technology planning committee to evaluate organizational technology needs and update the organizational technology plan;
- Evaluates new technology systems, products or services, procures technology equipment and services, and supports and manages relationships with third party vendors;
- Prioritizes and manages technology department workload;





- Provides guidance and active supervision to Technology Support Specialist to ensure they have the skills and tools necessary to advance the Shriver Center's agenda, including annual performance evaluations and weekly check-ins;
- Leads technology planning committee meetings, provides strategic guidance on technology solutions, and provides project management on implementation of organizational technology plan priorities;
- Maintains current and accurate systems and inventory documentation;
- Works with Chief Operating Officer to create and maintain a disaster recovery and business continuity plan;
- Serves as a thought leader to staff for how technology can be leveraged to transform work and broaden reach;
- Completes general clerical and administrative tasks associated with technology projects; and
- Contributes to Shriver Center administrative, fundraising and promotional activities as needed.

Data Architecture, Knowledge Management and Operations Workflow

- Manages the Shriver Center's organizational database and other systems to ensure that data is secure, reliable, current and complete and appropriately captured and shared across systems and departments;
- Works cross departmentally to identify specific departmental data needs; recommends workflows and processes for data acquisition and input and helps with special projects;
- Maintains database and user documentation; trains staff on database features and enhancements; and conducts thorough testing prior to release of upgrades;
- Regularly evaluates effectiveness of current organizational database and recommends changes to existing system or identifies new technology to support organizational data management and workflows; and
- Plans and oversees implementation, maintenance, and upgrade of office productivity tools (Office 365, Sharepoint).

Systems Administration

- Supervises and supports the Technology Support Specialist in keeping the phone system, video conferencing, network infrastructure, computer equipment, copiers, scanners, hardware and software functional and updated;
- Maintains ESX, Windows Active Directory, and Linux Server environment, other internal network servers and printing, and backs up servers, databases and critical data;
- Configures and maintains DNS, DHCP, and VPN services;
- Ensures desktop, network and server security through updates and monitoring of firewall;
- Maintains domain name registrations, hosting services, and technology related service and support accounts;
- Ensures functionality of web-based services;
- Ensures other organizational applications and databases function properly and meet organizational needs; and
- Maintains documentation of systems and workflows.

Technology Support

- Backs-up the Technology Support Specialist as needed in providing help-desk support;
- Configures servers, networking equipment and printers;
- Recommends and schedules updates and repairs as needed; and
- Communicates IT developments and technical information to staff orally and in writing.



Requirements:

- Bachelor's degree in Computer Science or related field or equivalent experience;
- Demonstrated ability to act as primary system administrator of Active Directory Servers and Domains, VMware ESX Clusters, LAMP, Drupal CMS or Wordpress, CRM, Backup Exec and LAN, WLAN, and VLAN systems;
- Self-direction and self-motivation, creativity in problem solving, and ability to work collaboratively and independently;
- Excellent written and verbal communication skills;
- Demonstrated ability to effectively manage multiple projects on time and on budget with limited supervision;
- Great people skills and ability to communicate technical information to a wide audience with varying skill levels;
- Ability to stay up to date with current technology trends and services;
- Ability to lift and move computer equipment, faxes, scanners, etc. as needed for installation, repairs and disposal;
- Availability for occasional night and weekend work as required to minimize interruption of business-critical services;
- Demonstrated ability to influence diverse people to meet goals and deadlines, as well as to build and manage teams and work collaboratively with senior leadership, Board members, consultants, colleagues and volunteers;
- The ability to manage and develop staff and hold them accountable;
- Demonstrated commitment to the Shriver Center's mission, vision, and values;
- Demonstrated commitment to social justice and advancing racial equity; and
- Experience working and managing across lines of difference and working with and in economically and racially diverse communities preferred.

Salary/Benefits: This full-time exempt position offers a competitive annual salary and a comprehensive benefits package.

Opening/Closing Date: Open immediately; closed when filled.

Applications: Send resume and cover letter to Elizabeth Zuckerberg at hr@povertylaw.org. Please send materials as a single and searchable PDF attachment.

Visit www.povertylaw.org for more information about the Shriver Center.

