# Job Description: IT Manager, StrongHearts Native Helpline

## BASIC INFORMATION

<table>
<thead>
<tr>
<th>Job Classification</th>
<th>Exempt</th>
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<tbody>
<tr>
<td>FLSA Status</td>
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<tr>
<td>Provisional Period</td>
<td>180 days</td>
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<tr>
<td>Job Title</td>
<td>IT Manager, StrongHearts Native Helpline</td>
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<tr>
<td>Location</td>
<td>Eagan, MN</td>
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<tr>
<td>Department</td>
<td>IT</td>
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<tr>
<td>Position Type</td>
<td>FT-Salaried, FT-Hourly, PT Hourly (16 Hours), PT Hourly (24 Hours), Relief, Temp, Intern-Paid, Intern-Unpaid</td>
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<tr>
<td>Reports to</td>
<td>Director</td>
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<tr>
<td>Supervises</td>
<td>IT Coordinator</td>
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<tr>
<td>Shift</td>
<td>Full-time, Salaried, Regular</td>
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## GENERAL POSITION PURPOSE STATEMENT

The IT Manager reports to StrongHearts Native Helpline Director and assists with projects for the StrongHearts Native Helpline and programmatic needs. The IT Manager provides support on agency web-platforms, IT support needs and phone system issues. The IT Manager supervises the IT Coordinator. The IT Manager, in partnership with other positions, is responsible for implementing the strategic vision of the StrongHearts Native Helpline.
MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Bachelor’s degree in a technology-related field preferred or any combination of related education and experience with a documented record of the ability to perform duties and responsibilities of the position. (Equivalency formula: two years of experience is equal to one year of education.)
- Minimum 5 years experience of IT work experience
- Minimum 5 years experience with supervision of other IT staff
- Firm understanding of a variety of server environments, including but not limited to Linux (LAMP)
- High-level of analytical capability and an understanding of the complexities of technology and infrastructure systems
- Proficient in MS Office including Word, PowerPoint, Excel, as well as Gmail, Google Docs.
- Experience with email marketing and relationship management systems (ex. Mailchimp)
- Working knowledge of content management systems (specifically WordPress, php, and mysql).
- Demonstrates initiative, time-management, and the ability to be flexible and creative.
- Ability to receive/accept constructive feedback.
- A consistent positive solution-oriented response that includes communicating about challenges to the appropriate person in a constructive and productive manner.
- Intentionally and actively fostering positive working relationships and organizational culture.
• Commitment to the StrongHearts Native Helpline mission, vision and values.

**PREFERRED JOB SKILLS**

• Master’s degree in a technology-related field preferred or any combination of related education and experience with a documented record of the ability to perform duties and responsibilities of the position. (Equivalency formula: two years of experience is equal to one year of education.)
• Ten years experience in related operational support
• Ten years experience with supervision of staff
• High-level of analytical capability and an understanding of the complexities of our agency technology and infrastructure systems
• Ability to perform updates to all agency websites, bug fixes and revision of content.
• Provide consultative IT expertise and works to ensure IT services are delivered efficiently and effectively.

**OTHER REQUIREMENTS AND WORK CONDITIONS**

• Must currently reside in or near Eagan, Minnesota.
• Ability to read, write and converse in English.
• Valid driver’s license required with excellent driving record.
• Demonstrated experience living and/or working in Native communities preferred.
• Must have emotional and physical stamina to tolerate prolonged sitting or standing to deal with a variety of stressful situations. Requires bending, stooping, lifting and carrying objects up to 50 pounds, with or without accommodations.

The above statements are intended to describe the general nature and minimum level of work being performed. They are not intended to be construed as exhaustive of all duties, responsibilities and skills required for the position. The employee will be required to perform any other job-related duties as required by the job objectives, the Director, and the mission, vision and values of the StrongHearts Native Helpline. This description does not modify any employee’s at-will-status and is not a contract for continued employment of any duration.

Signature __________________________ Date _____________

StrongHearts IT Manager (FT)

Signature __________________________ Date _____________

Director, StrongHearts Native Helpline
Applicant Information

Full Name: ________________________________ Date: ________

Last       First       M.I.

Address: __________________________________________________________

Street Address.       Apartment/Unit #

________________________________________________________

City       State       ZIP Code

Phone: ________________________________ Email: ________________________________

Date Available: ________________ Social Security #: ________________________________

Position Applying for: __________________________________________________________

Tribal Affiliation: ___________       Enrolled or Descendant: ___________       Tribal Enrollment Number: ___________

Are you a citizen of the United States?      YES □      NO □      If no, are you authorized to work in the U.S.?      YES □      NO □

Have you ever worked for this company?      YES □      NO □      If yes, when?______________________________________________

Have you ever been convicted of a crime?      YES □      NO □      If yes, explain: _______________________________________________

Are you currently or have you ever been on any federal contracting exclusion list?      □ YES □ NO

If yes, explain: ______________________________________________________________

Education

High School: ________________________________ Address: ________________________________

From: ___________ To: ___________ Did you graduate? YES □ NO □ Diploma: ________________________________

College: ________________________________ Address: ________________________________

From: ___________ To: ___________ Did you graduate? YES □ NO □ Degree: ________________________________
Other:  ___________________________ Address: ______________________________________________________

From:  __________  To: __________  Did you graduate?  YES  NO  Degree: __________________________
## References

*Please list three professional references.*

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<tr>
<th>Full Name</th>
<th>Relationship</th>
<th>Company</th>
<th>Phone</th>
<th>Address</th>
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## Previous Employment

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<th>Phone</th>
<th>Address</th>
<th>Supervisor</th>
<th>Job Title</th>
<th>Starting Salary: $</th>
<th>Ending Salary: $</th>
<th>Responsibilities</th>
<th>From:</th>
<th>To:</th>
<th>Reason for Leaving:</th>
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May we contact your previous supervisor for a reference?  
[ ] YES  
[ ] NO

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May we contact your previous supervisor for a reference?  
[ ] YES  
[ ] NO
Company: ___________________________ Phone: __________
Address: ___________________________ Supervisor: __________
Job Title: __________________________ Starting Salary: $_________ Ending Salary: $_________
Responsibilities: __________________________
From: __________ To: __________ Reason for Leaving: __________________________

May we contact your previous supervisor for a reference? YES ☐ NO ☐
Military Service

Branch: ___________________________________ From: ___________ To: ___________

Rank at Discharge: _______________ Type of Discharge: __________________

If other than honorable, explain: ____________________________________________________________________________

Disclaimer and Signature

I certify that my answers are true and complete to the best of my knowledge.

If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release. I authorize The National Indigenous Women’s Resource Center to verify employment and conduct a background check.

Applicant Signature: _______________________________ Date: ____________

For an application to be complete, it must contain the following:

1. Completed and signed application
2. Letter of Interest
3. Resume

Please submit all materials in confidence to:
Email: info@strongheartshelpline.org