



## Job Description: IT Manager, StrongHearts Native Helpline

BASIC INFORMATION	
<b>Job Classification</b>	
<b>FLSA Status</b>	Exempt
<b>Provisional Period</b>	180 days
<b>Job Title</b>	IT Manager, StrongHearts Native Helpline
<b>Location</b>	Eagan, MN
<b>Department</b>	IT
<b>Position Type</b>	<input type="checkbox"/> FT-Salaried <input type="checkbox"/> FT-Hourly <input type="checkbox"/> PT Hourly (16 Hours) <input type="checkbox"/> PT Hourly (24 Hours) <input type="checkbox"/> Relief <input type="checkbox"/> Temp <input type="checkbox"/> Intern-Paid <input type="checkbox"/> Intern-Unpaid
<b>Reports to</b>	Director
<b>Supervises</b>	IT Coordinator
<b>Shift</b>	Full-time, Salaried, Regular

GENERAL POSITION PURPOSE STATEMENT
<p>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.</p>

## ESSENTIAL RESPONSIBILITIES AND DUTIES

- Maintains IT strategies
- Manages/supervises staff
- Research and implement technology solutions
- Preserves assets by implementing disaster recovery, back up procedures and information security and control structures.
- Analysis of problems and support issues raised by SHNH program staff via phone, e-mail or slack
- Reports regularly, identifying and diagnosing issues and needs, escalating potential risks as far as necessary to resolve for SHNH staff and call center/digital services contacts
- Coordinate all minor bug-fixes within the caller app through ad-hoc changes in production or minor releases
- In coordination with other members of the IT team facilitate monitoring of outages and maintenance windows for service-related platforms as it relates to SHNH services
- Oversee related firms and contractors in support of programmatic and reporting needs
- Facilitate feature requests and updates to SaaS deployments both through the primary provider and third-party solutions
- Act in a support role, and maintain working knowledge of ticket and outage procedures in support of programmatic needs
- In collaboration with the program and technology teams, update values in the caller app to reflect changes in operational and reporting needs
- In coordination with SHNH staff provides reporting from the phone, and caller intake and referral systems to provide reports for both internal and external use
- In coordination with SHNH Project leadership, monitor and ensure accurate data collection
- Will provide on-call support after hours on basis to be determined

*This description only includes essential functions of the job and does not imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow and any other job-related instruction and to perform any other job-related duties requested by their supervisor or management.*

## 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 Egan, 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

