

HONOLULU COMMUNITY ACTION PROGRAM, INC.
POSITION DESCRIPTION

POSITION TITLE : Information Technology Manager
SALARY RANGE : 14
FLSA STATUS : Exempt
REPORT TO : Executive Director
SUPERVISES : IT Specialists, Other HCAP Staff as Assigned

INTRODUCTION

The Information Technology Manager is responsible for the supervision, implementation and maintenance of the agency's computing needs. You will ensure the secure and effective operation of all computer systems, related applications, hardware, and software used.

CORE COMPETENCIES

1. Communications - Must be able to communicate and work effectively with people of diverse social, economic and racial backgrounds. Must have strong oral and writing skills.
2. Teamwork – Has the ability and desire to work cooperatively with others on a team and as appropriate as a team leader. Demonstrates interest, skill, and success in getting groups to learn to work together.
3. Problem Solving – Has the ability to systematically identify and define a problem, determines the cause of the problem, identify, and prioritize and select alternatives for a solution, and implement a “best fit” solution
4. Build Collaborative Relationships/Teamwork – Develops and maintains win/win relationships and partnerships. The ability to develop, maintain, and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.
5. Decision Making/Problem Solving/Analytical Ability – Able to make difficult and appropriate decisions in a timely manner.
6. Self Development – Has the ability to demonstrate self-initiative and motivation for continuous learning, personal development and personal growth.

ESSENTIAL POSITION RESPONSIBILITIES includes the following. Other duties may be assigned:

- Managing IT staff by recruiting and training employees, communicating job expectations, and monitoring performance.
- Overseeing the annual IT budget and ensuring cost effectiveness.
- Monitoring daily operations, including server hardware, software, and operating

systems.

- Coordinating technology installations, upgrades, and maintenance.
- Selecting and purchasing new and replacement hardware and software, when necessary.
- Testing, troubleshooting, and modifying information systems so that they operate effectively.
- Generating performance reports for operating systems.
- Assuring all IT activities are performed within the parameters of applicable laws, codes, and regulations.
- Evaluating technology risks in order to develop a network disaster recovery plan and backup procedures.
- Remaining up to date with advances in technology and industry best practices.
- Consults with department managers to develop system solutions consistent with organizational objectives that utilize information systems to improve efficiency. Keeps computer equipment, hardware, and software updated to meet organizational needs.
- Develops and promotes appropriate network security procedures to safeguard the IT system from physical harm, viruses, unauthorized users, and damage to data; including firewall installation and security monitoring.
- Responsible for the integrity and disaster recovery of corporate data and systems including backups and data recovery.
- Participates in vendor qualifications and negotiations for IT system maintenance, system documentation, vendor-supplied packaged programs, and other technical programs; including review of statement of work. Manage IT vendor relationships to resolve problems, conduct internal/external collaborations on projects and build relationships.
- Responsible for corporate website and corporate intranet functionality.
- Performs other duties as may be required or assigned.

MINIMUM 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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION

Bachelor's Degree from an accredited college or university with a major in information technology, computer science, management information system, software engineering or a related field is preferred.

EXPERIENCE

Three (3) years' experience in:

- Managing IT infrastructure and services.
- Computer networks, network administration, and network installation.
- Computer hardware & software support, cabling installation and support, wireless technology applications and interface, and IT security.
- Microsoft Windows software, including Server, Office, and Exchange.
- Managing management information system and its reporting.
- Developing and maintaining websites and intranet.

LANGUAGE SKILLS

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, government agencies, and the general public.

REASONING ABILITY

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral or schedule form.

REQUIRED SKILLS, KNOWLEDGE & ABILITIES

- Ability to manage IT infrastructure and services.
- Ability to manage computer networks, network administration, and network installation.
- Ability to manage & operate a variety of computer hardware, cabling installation and support, wireless technology applications and interface, and IT security.
- Ability to operate Microsoft Windows software, including Server, Office, and Exchange.
- Ability to multi-tasking and time-management with the ability to prioritize tasks.
- Ability to instruct others in computer use and software operations Ability to write technical/instructional manuals for documentation purposes.
- Knowledge of website development & internet operations.
- Proven management and leadership skills
- Highly organized and detail oriented

DESIRED SKILLS, KNOWLEDGE & ABILITIES

- Knowledge of Crystal Report application.
- Knowledge of Microsoft Operating System.
- Knowledge of networking hardware (e.g., routers, switches, hubs, cabling, etc.)
- Knowledge of computer hardware maintenance and replacement of parts (e.g., motherboards, hard drives, RAM, etc.)
- Knowledge of Network Security, SQL, Exchange, Terminal, File and Print servers.

- Knowledge of TCP/IP, Dreamweaver, FrontPage, Wordpress, and Photoshop.
- Knowledge of the characteristics of low income areas and the community resources on Oahu.
- Ability to communicate and work effectively with people for diverse social, economic, and racial backgrounds.

PHYSICAL DEMANDS/WORKING CONDITIONS

	Never/ Rarely	At Times	Often/ Constan
Work Locations : in doors			X
Work Locations : outdoors		X	
Work Locations : sitting			X
Walking/standing		X	
Bending/crouching/reaching, etc		X	
Lifting/carrying - light (up to 10 lbs)			X
- medium (11 to 20 lbs)			X
- heavy (over 20 lbs)		X	
Contact with hazardous materials	X		
Dust, smoke, odors, noise, etc		X	
Travel - inter-island	X		
Travel - long distance (mainland, international)		X	
Use standard office equipment (including PC keyboard)			X