



United Way  
of Greater Rochester  
and the Finger Lakes

## UNITED WAY OF GREATER ROCHESTER AND THE FINGER LAKES JOB DESCRIPTION:

### IT MANAGER

#### Join the team!

United Way of Greater Rochester is a dynamic and collaborative work environment comprised of dedicated professionals who are driven to make our community a better place. Join our team and make an impact serving Greater Rochester with your time and talent.

#### Mission

Our mission is to mobilize the goodwill and resources of our community so that everyone can thrive.

#### Values

Our core values define who we are and how we serve our community. Within our organization and the communities, we serve, we act consistently with *integrity, action, caring, and teamwork*.

#### Culture Statement

We are committed to creating a welcoming environment that embraces, values, respects, and encourages people to show up as their authentic selves to produce their best work. Together we ensure that processes, policies, and practices foster fairness, belonging, and equity that reflect the views and values of all people within all levels of our organization.

#### Benefits

Our benefits package includes health, dental, and vision insurance, a 403(b)-retirement plan, life insurance, flexible spending account, and health savings account. United Way provides 14 paid holidays a year (thirteen days off and two ½ days), and you receive your birthday off. United Way is also pleased to offer two personal days, two volunteer days, 12 sick days, and 3 weeks of vacation per year, all prorated in your first year of employment.

A great place to work begins with its **PEOPLE!**

Driven by our mission and a shared set of values, our team of more than 90 talented professionals are dedicated to doing meaningful work in the community.

Come and join the Team! United Way employees enjoy a competitive benefits package including paid time off, health insurance options with a generous employer contribution, flexible and hybrid work schedules, retirement benefits with above standard employer contribution, a 37.5-hour work week, and more.

We're looking for people who are self-starters; excel in a collaborative team environment; have a passion for making a difference; and are natural relationship builders with proven success on make lasting connections.

May 2023

## **SUMMARY**

Responsible for managing matters relating to LAN hardware, software, communications, Vendor management, staff training, and special projects. Supervise members of the Information Technology staff.

## **ESSENTIAL FUNCTIONS**

- Coordinates the operational support and implementation activities for IT. Assists leadership in determining tactical and strategic direction of the organization as it relates to operational support technologies. Supervise and implement network policies, procedures, and standards. Recommend changes and improvements to existing technology, tools and standards.
- Forecast costs, equipment, and personnel needs for projects and programs as required and related to IT operations.
- Manage and build relationships with external vendors. Track software subscriptions and manage timely renewals.
- Stay abreast of the latest developments in IT technology and remain highly technically competent with hands on experience in managing servers, applications, virtual machines, cyber security, and computers support.
- Prepare long, and short-range plans for application selection, systems development, and acquisition of the resources needed to support them.
- Develop and implement business continuity protocols to minimize disruptions to business operations in the event of emergencies or data loss.
- Researches and recommends system equipment upgrades and manages equipment inventory
- Establish efficiency and efficacy standards, providing recommendations for improvement of IT infrastructure.
- Analyze IT infrastructure and systems performance to assess operating costs, productivity levels, upgrade requirements, and other metrics as needed.
- Provide technical support and work with project teams on an organizational strategic plan.
- Provide backup and hands on support for IT associates for server management, cyber security, applications rollout, or any other IT hardware & software.
- Performs other duties as assigned.

## **SKILLS AND COMPETENCIES**

- Excellent verbal and written communication skills
- Proficient in the latest technology for IT systems and management.
- Proficient in Microsoft Office Suite and other related software.
- Excellent organizational skills and attention to detail.
- Excellent analytical and management skills.
- Excellent interpersonal skills.
- Thorough understanding of IT and practical applications to support the goal of United Way.

**FLSA CLASSIFICATION: EXEMPT**

**SALARY RANGE: \$70,000-\$90,000 ANNUAL**

**REPORTS TO: CHIEF INFORMATION & TECHNOLOGY OFFICER**

### **SUPERVISORY RESPONSIBILITY**

This position has responsibility to manage IT staff, including hiring and training. Will schedule, organize and assign projects to members of the IT team. Conducts performance evaluations that are timely and constructive. Manages disciplinary matters as needed in accordance with United Way policy.

### **TRAVEL**

Any travel is infrequent and primarily local during the business day.

### **EDUCATION AND EXPERIENCE**

Bachelor's degree in computer science or information Management Systems from an accredited program with a minimum of 5 years of related systems experience and 2 years of management experience; or an equivalent combination of education and work experience. Hands on experience in hardware, software, virtual machines, servers, and enterprise applications management is highly desired.

Interested applicants may apply [HERE](#)

[https://recruiting.myapps.paychex.com/appone/MainInfoReq.asp?R\\_ID=6103359](https://recruiting.myapps.paychex.com/appone/MainInfoReq.asp?R_ID=6103359)

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This job description lists only the responsibilities and qualifications deemed essential to the position in support of the ADA. Reasonable accommodations may be provided to enable individuals with disabilities to perform the essential functions. United Way of Greater Rochester and the Finger Lakes is an Equal Opportunity Employer. This policy prohibits discrimination based on sex, race, color, religion, creed, national origin, age, marital status, sexual orientation, gender expression, disability, genetic predisposition, veteran status, or status as a member of any other protected group or activity.