



United Way
of Greater Rochester
and the Finger Lakes

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

IT MANAGER

SUMMARY

The IT Manager works in a cross-functional capacity to understand and leverage the data and technology needs of the organization for strategic decision-making purposes. This position oversees IT personnel and daily operations within the IT department.

ESSENTIAL FUNCTIONS

- Assist the Senior IT Director in establishing the goals of IT within broad outlines provided by the executive management and contribute to the continuity of computer services by providing necessary technical leadership and project coordination
- Forecast costs, equipment and personnel needs for projects and programs as required and related to IT operations
- Stay abreast of the latest developments in IT technology and remain highly technically competent at all levels of data processing while striving for enhanced user productivity through the implementation of new technologies where applicable, and the implementation of policies that more effectively utilize IT resources
- 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
- Works with hardware and software vendors
- 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.
- Responsible for implementing and maintaining the data governance models and master data management.
- Oversees electronic pledging, including campaign website updates, coordination of ePledge files with campaign coordinators and internal staff
- Participate in establishing yearly work plans for all assigned staff.
- Provide technical support and work with project teams on an organizational strategic plan.
- Provide backup and support for the Database Specialist and IT associates
- Support the internal IT team, as a contributing member, with knowledge and updates of all job-related material.

- Performs other related 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

REPORTS TO: SENIOR IT DIRECTOR

SUPERVISORY RESPONSIBILITY

This position manages some of the employees of the department and shares responsibility with the Senior IT Director for performance management and hiring of the employees within the department. Will hire and train IT staff. 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

Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected.

EDUCATION AND EXPERIENCE

Bachelor's degree in Computer Science or advanced systems-related courses from an accredited program with a minimum of 7 years of related systems experience and 5 years of management experience; or equivalent combination of education and experience.

HOW TO APPLY

Candidates may apply online at: [CLICK HERE](#)

JOIN THE TEAM!

United Way of Greater Rochester and the Finger Lakes 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 our region with your time and talent.

OUR MISSION

Our mission is to unite the goodwill and resources of our community so that everyone can thrive. That means that our team is committed to working with local donors, businesses, not-for-profit program partners, municipalities and individuals to make this region stronger and more vibrant together.

OUR VALUES

United Way of Greater Rochester and the Finger Lakes

75 College Avenue • Rochester, NY 14607-1009 P. 585 242-6400 W. UnitedWayROCFLX.org

Our core values define who we are and how we serve our community. United Way and our team members are caring, collaborative, equity-driven, innovative, respectful, results-oriented and trustworthy. United Way strives to ensure employees and external partners always feel valued, connected and empowered.

WHAT WE OFFER

- Competitive financial and wellness benefits
- Generous paid time off, retirement plan, and other fringe benefits
- Hybrid working arrangements
- Opportunities to give back to the community in life-changing ways
- Paid professional development
- Team events and internal committees for connection opportunities and fun!

United Way is committed to equal employment opportunities for all employees and applicants for employment. United Way prohibits discrimination against employees and applicants in all aspects of employment including but not limited to recruitment, hiring, compensation, promotion, training, leaves of absences, benefits, termination, employer sponsored activities, social and recreational programs, and recognition. United Way prohibits discrimination against all legally protected classes including age, color, creed, disability, domestic violence victim status, gender expression, gender identity, genetic predisposition, marital status, military status, national origin, parental status, political affiliation, pregnancy related condition, prior arrest/conviction record, race, religion, reproduction health choices, sex, sexual orientation, or other non-merit-based factors.