



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**

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**  
**SALARY RANGE: \$70,000 - \$75,000 ANNUAL**

**REPORTS TO: CHIEF TECHNOLOGY OFFICER**

**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**

Associate's degree in Computer Science or advanced systems-related courses from an accredited program with a minimum of 4 years of related systems experience and 2 years of management experience; or an equivalent combination of education and experience.

Interested applicants may apply [HERE](#)

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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.