

# **BALLET HISPANICO**

## **Job Description IT MANAGER**

### **Position Description**

The IT Manager handles a broad range of responsibilities for the development and maintenance of Ballet Hispanico's IT systems and website. These include providing technical support for a combination of desktop, server, network and wireless hardware supporting various software programs and cross platform integration (Mac and PC); upgrading existing hardware and software as needed; resolving hardware and/or software problems; maintaining and integrating system-wide databases; implementing upgrades and adjustments to the web site; providing relevant data analysis; providing security for local area network and IT systems; and working with service vendors to maintain telecom connections, point-of-sales systems, and website. This position is a full-time exempt employee of Ballet Hispanico, reporting to the Director of Operations.

This position offers an opportunity to participate in the planning and implementation of a new web site and integrated IT system, in preparation for Ballet Hispanico's 40<sup>th</sup> anniversary. The IT Manager will work closely with senior staff to ensure the success of this upgrade and all IT operations in support of Ballet Hispanico's growing programs.

### **Responsibilities**

- Manage the functioning and maintenance of computing (PC and MAC) equipment, printers and peripherals
- Troubleshoot, diagnose and resolve all IT hardware and software problems in a timely and cost-efficient manner
- Manage the IT functions related to data captured through development and upgrade of the website and content management system
- Capture analytics to measure web site traffic and other data; generate reports and statistics
- from various databases as coordinated with relevant staff members
- Ensure system-wide security and maintain all elements of the institution's Disaster Recovery Plan
- Ensure daily backup and coordinate storage, restoration and retrieval of files as needed
- Upgrade computer application system software, ensure appropriate licensing is maintained, and troubleshoot errors for optimal system quality and security.
- Perform system-wide administrative duties such as conducting preventive maintenance, maintaining all LAN components, and monitoring server resources and back-up systems
- Provide staff maintenance such as adding new users, assigning access and privacy rights
- Conduct training and problem solving sessions for staff; provide training manuals or guidelines as needed
- Maintain up-to-date knowledge of technology standards, industry trends, emerging technologies, and software development best practices

- Under the guidance of the Director of Operations, help develop and manage the IT budget, including a forecast of equipment upgrades and/or replacement needs
- Work with service vendors to maintain and improve point-of-sales systems
- Manage all contractors and/or vendors to provide support for IT and internet functions
- Maintain an IT bible for operations continuity
- Manage technology inventory, including procurement and disposal
- Perform other related duties and responsibilities as required

### **Qualifications and Skills**

- Experience in the installation, testing, troubleshooting and maintenance of PCs, MACs, servers, wireless equipment, and peripherals.
- Knowledge of the operational characteristics of a variety of computer platforms, networks, software applications and operating systems
- Experience with website development, maintenance and interactivity
- Experience in systems and techniques used in maintaining information system security.
- Ability to recommend, implement, install and maintain appropriate technology to meet the organization's needs
- Ability to learn, assess, and integrate new technologies into existing IT systems
- Familiarity with technical requirements of Internet marketing and search engine optimization
- Ability to communicate clearly and concisely, both orally and in writing
- Experience in establishing and maintaining effective working relationships with contractors, vendors and personnel
- Knowledge of licensing (preferred Microsoft)
- Experience in developing and managing a budget
- College degree and/or five years of experience in IT systems management for non-profits
- Self-motivated, solution-oriented team player, with the ability to work independently and take initiative
- Authorized to work in the United States
- Knowledge of and experience with relational database design and SQL programming a plus