



JOB DESCRIPTION

Information Technology Manager

Department: Administration
Reports To: Executive Director
F.L.S.A. Class: Exempt
Work Location: On Site
Range: 11/12 \$45.30 – \$47.92/hr DOQ

Position Summary:

The Information Technology (IT) Manager position is responsible for the security, design, needs assessment, installation, implementation, support, and maintenance of SPIPA's IT resources: these resources include cloud services, WAN and LAN networking including some VPN services, desktop, laptop, and server endpoints, VOIP unified communications systems, backup and disaster recovery, and other specialized applications. This position will supervise at least one other IT professional. The position is located at SPIPA's Intertribal Planning Center in Shelton, WA; however, the IT Manager is expected to regularly visit other SPIPA and consortium Intertribal sites.

Responsibilities:

- Security - Ensures proper endpoint security, access control, Veeam back-up systems including local and cloud storage, storage/retrieval, and virus protection. Performs information security audits to measure compliance to standards and system vulnerabilities.
- Cloud Services - Supports and maintains Microsoft 365 tenant including Exchange Online, Teams, SharePoint Online, OneDrive, and all other aspects of Microsoft 365 security and compliance technologies.
- Networking - Supports and maintains network systems, including fiber optics, telecommunications (VOIP), switches, routers, firewalls, VPN tunnels, and cloud-based networking on Azure or other providers.
- Systems Administration - Assists with technical support for systems such as Sage MIP Fund Accounting, networked copier/MFP platforms, local server systems with Hyper-V, eGoldFax, and others as designated.
- Applications - Provides technical support for SPIPA web applications including Smartsheet, DocuSign, web-based forms applications, web hosting for WordPress, and other applications.
- Applications - Analyzes technology needs, identifies solutions, and recommends appropriate products, services and vendors.
- VOIP - Coordinates operation and maintenance of 3CX VOIP telephone systems and related technologies including SIP trunks and other communications technologies.
- Administrative - Researches and proposes SPIPA and information systems policies, standards, and guidelines.
- Administrative - Develops and maintains productive working relationships with staff; consults with department/program staff regarding system implementation, revisions, alternatives, and improvements.

- Administrative - Prepares and implements the IT component of the SPIPA Disaster Recovery Plan.
- Administrative - Develop, review, and publish system change requests, incidents, and document problems as they arise.
- Effectively mentor, train, coach, counsel, and motivate staff so that they can be productive and have a high level of job satisfaction.
- Ensure that directly supervised staff have the resources and authority to complete assignments and meet expectations documented in their job descriptions.

The Information Technology Manager, as an employee of the South Puget Intertribal Planning Agency, is expected to collaborate, engage, and work closely with all SPIPA programs to fully support the Agency's Vision, Mission, and Core Values in accordance with all Agency directives.

Minimum Qualifications:

- Bachelor's Degree in Computer Science (or closely related field) and 4 years work experience as a senior level IT professional. Work experience as a senior-level IT professional in an enterprise environment may be substituted for education year for year.
- Desired Qualifications - Certified network administration, recent Microsoft expert certification, 3CX certified expert, or other certifications from recognized industry standard, e.g., Azure Certified, MCSE, MCSA, CCNA, or equivalent.
- Experience implementing security best practices, on-premises server and virtualization technologies, cloud-based server and virtualization technologies, 3CX or comparable VOIP UC platforms, and experience with Microsoft 365 administration.
- Knowledge and demonstrated skills regarding information technology principles and systems architecture, administration and maintenance of LAN, VPN, and Internet networking systems, computer hardware, peripherals, software (mainly Windows and MS Office) and telecommunications. Ability to apply the knowledge and skills required of the position, including troubleshooting hardware and software problems.
- Project coordination experience.
- Ability to communicate technical information effectively, both orally and in writing.
- Ability to explain technical information in non-technical terms to staff and to develop/maintain effective working relationships.
- Valid driver's license, proof of automobile insurance.
- Approved results of a background investigation, including relevant criminal history.

Physical Abilities:

Bending at the waist; Sitting for extended periods of time; Dexterity of hands and fingers to operate a computer keyboard; Hearing and speaking to exchange information; Seeing to read reports and data; Frequently lifting medium objects generally less than 25 pounds; Occasionally lift or move more than 50 pounds. Occasional travel to other SPIPA office sites.

Salary/Fringe Benefits:

Compensation for this position has a starting range of \$88,341 to \$93,448 depending on qualifications. Benefits include medical, dental, vision, life insurance, LTD and Agency contribution to a retirement program.

Confidentiality:

This position will have knowledge of confidential personal information regarding others. The employee will be required to sign a Confidentiality Agreement and adhere to applicable standards.

Equal Opportunity:

SPIPA is an equal opportunity employer. However, Native American preference applies in that we seek to hire qualified enrolled members of SPIPA consortium Tribes, federally recognized Tribes or Alaska Natives. Minimum qualifications must be fully met for all applicants to be considered for employment.

Drug-free Workplace:

SPIPA is committed to providing a drug-free workplace for its employees, volunteers, and the communities it serves. This position requires successful completion of a pre-employment drug test.

To Apply:

Complete and submit a SPIPA employment application (<http://www.spipa.org>), a cover letter describing how your qualifications align with this position, and a resume including three work related references to:

Archie Smith, Human Resources Manager

South Puget Intertribal Planning Agency

3104 SE Old Olympic Hwy

Shelton, WA 98584

archiesmith@spipa.org

SPIPA Employment application is available online at <http://www.spipa.org> under JOBS or by calling 360.426.3990

Application screening will begin May 24th, 2024. Open until filled.