



Job Title	IT Manager	FLSA Status DOL Status	Exempt Full-time
Program/Department	IT	Supervisory Responsibilities	Yes
Reports To	CFO	CEO Approval Date	11/12/2021
Work Schedule	Office Hours follow business hours and may vary with supervisor approval; may include occasional evening and weekends.		
Must pass required background check			

POSITION OVERVIEW

The IT Manager will oversee the day-to-day operations of the IT department, ensuring the secure and effective operation of all computer systems, related applications, hardware, and software used within a company. This role will provide administrative direction and support for daily operational activities of the IT department. The IT Manager will work closely with other departments to implement and support cost-effective technology solutions for all aspects of the organization as well as maintain IT policies, procedures and best practices.

All employees and volunteers are expected to be sensitive to our clients' cultural and socioeconomic characteristics, reflect Sunbeam Family Services core values and to perform at Sunbeam's standards of excellence at all times.

ESSENTIAL FUNCTIONS

- Promote, encourage and display examples of leadership for the agency in accordance with the agency mission.
- Lead and directly supervise assigned staff, setting and upholding expectations for individual and team performance.
- Recruit and train assigned staff.
- Implement security of the network, data and its storage and communication systems.
- Monitor daily operations, including server hardware, software, networks and operating systems.
- Coordinate technology installations, upgrades, and maintenance.
- Assess and purchase new and replacement hardware in accordance with agency procurement policies.
- Test, troubleshoot, and modify information systems to ensure effective operation.
- Generate performance reports for operating systems.
- Assure all IT activities are performed within the parameters of applicable laws, codes, and regulations.
- Facilitate and manage Cyber Security protocols as established by Executive Management.
- Oversee provision of end-user services, including help desk and technical support services.
- Analyze and troubleshoot problems with applications, software and client/staff workstations, servers, network components, office automation equipment and devices, and related systems and devices.
- Work closely with external IT support provider to ensure seamless service delivery.
- Perform all duties and attend required training related to supervisor role.

- Maintain knowledge and understanding of new technologies and practices through professional development activities.
- Travel locally, as required, in the performance of responsibilities.
- Perform other appropriate and related responsibilities as assigned by supervisor or Executive Team members.

JOB QUALIFICATIONS

	Minimally Required	Preferred
Education	Bachelor's Degree in Information Technology/Systems, computer science or related field.	Bachelor's Degree in Information Technology/Systems, computer science or related field, or any equivalent combination of experience, education, and/or training
Experience	<p>2-5 years of experience in information systems, including development, implementation, and maintenance of enterprise applications</p> <p>One (1) year relevant management experience</p> <p>Wi-Fi technology experience, VoIP phone solution experience</p> <p>Proven experience in managing IT infrastructure and services</p> <p>Experience with computer networks, network administration, and network installation</p>	<p>Experience overseeing all technology operations of an organization and evaluating them according to established goals</p> <p>Experience devising and establishing IT policies and systems to support the implementation of strategies set by upper management</p> <p>Proven experience analyzing the business requirements of all departments to determine their technology needs</p> <p>Experience overseeing all technology operations of an organization</p> <p>Experience in analysis, implementation and evaluation of IT systems and their specifications</p> <p>Experience Overseeing departmental budgeting and forecasting for organizational IT needs systems and their specifications</p>
Skills Knowledge Abilities	<p>Demonstrated ability to troubleshoot and identify potential problems and make appropriate recommendations and implementation as approved</p> <p>Ability to provide planning and scheduling for refresh/renewal cycles</p> <p>Ability to successfully manage and execute projects</p> <p>Work within a team environment and support/contribute to team tasks</p> <p>Knowledge of Dell server hardware</p>	

	<p>Understanding of Windows Server technologies</p> <p>Working knowledge of switching/routing</p> <p>Advanced knowledge of desktop operating systems and enterprise storage experience</p> <p>Server virtualization experience with VMware vSphere, Hyper-V</p> <p>Microsoft licensing knowledge and experience</p> <p>Proficient in computer hardware, cabling installation and support, wireless technology applications and interface, and IT security</p> <p>Proficient in Microsoft Windows software, including server, office, and exchange</p> <p>Multi-tasking and time-management skills, with the ability to prioritize tasks</p> <p>Highly organized and detail-oriented</p> <p>Excellent analytical and problem-solving skills</p> <p>Ability to communicate effectively and professionally with others</p> <p>Ability to exercise initiative, work independently and exercise critical thinking skills</p> <p>Proficient in Microsoft Office 365 with emphasis on Excel, Outlook, and Sharepoint</p> <p>Local travel required and must have a valid Oklahoma driver's license and insurance as required by the position</p>	
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WORKING CONDITIONS

Physical Demands:

While performing the duties of this job, the employee is regularly required to sit, talk, use repetitive motion, type, and hear. The employee is frequently required to stand, walk, use hands and fingers to handle and feel, and reach with hands and arms. The employee is occasionally required to bend, kneel, crouch, climb stairs, and reach overhead. The employee must occasionally lift and/or move up to 40 pounds.

Work Environment

The employee will work in an office environment with frequent interruptions. Some work will be performed in a school environment. Working in close quarters with others may be required.

Vaccination

This position is subject to Sunbeam's Mandatory COVID-19 Vaccination Policy. All Sunbeam employees are required to be fully vaccinated against COVID-19, or have an approved exemption. Exemptions to the vaccine requirement will be considered for individuals with medical condition(s) that prevent them from being vaccinated and for individuals with sincerely held religious beliefs that prohibit them from being vaccinated, consistent with applicable federal and state law. Proof of Vaccination, as defined by Sunbeam policy, or an approved exemption is required for any employment effective on or after December 31, 2021.

Other

The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. These statements are intended to describe the general nature and level of work performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel or candidate and may be subject to change at any time. Reasonable accommodations may be made to enable individuals to perform the essential functions.

Sunbeam Family Services is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We are committed to fair and equal in all its employment practices for persons without regard to race, ethnicity, color, creed, age, gender, sexual orientation, gender identity or expression, pregnancy, religion, disability or degree thereof, national origin, domestic/marital status, political affiliation or opinion, veteran status, HIV status, AIDS status, genetic information, and any characteristic protected by federal, state, or local laws.

SIGNATURE

By signing this job description, the employee/candidate affirms that they possess the knowledge, skills, and abilities necessary to perform the essential functions of the job as stated above, with or without reasonable accommodation. It is also understood that employment with Sunbeam is considered "at will," meaning that either Sunbeam or an employee may terminate the employment relationship at any time with or without cause or notice. This job description does not and is not intended in any way to create a contractual employment relationship. Sunbeam may also change this job description and the expected duties from time to time at its sole discretion.

Employee/Candidate PRINTED Name		
Employee / Candidate Signature		Date: