Dave Thomas
Foundation
*for* Adoption®

Forever Families for Children in Foster Care

# Position Description

**Position Title:**    IT Systems Manager
**FLSA Status:**      Exempt
**Prepared Date:**   April 2022
**Reports To:**        Director of Technology

The Dave Thomas Foundation for Adoption is a national nonprofit public charity dedicated exclusively to finding permanent homes for the more than 140,000 children waiting in North America's foster care systems. Created by Wendy's® founder Dave Thomas, who was adopted, the Foundation implements evidence-based, results-driven national service programs, foster care adoption awareness campaigns and innovative grantmaking.

## STATEMENT OF PURPOSE

Under the direction of the Director of Technology, this position is responsible to provide user support and customer service on a variety of Foundation-supported computer applications and platforms. In addition, the IT Systems Manager will troubleshoot problems and provide advice to users on the appropriate action. Support includes network, security, and Foundation systems and employees.

## ACCOUNTABILITIES

1. Support the setup, installation, configuration and troubleshooting of network infrastructure, Personal computers, Mobile devices and Server hardware/software. Experience with Microsoft Azure/Intune/AutoPilot and JAMF device management.

2. Provide end-user guidance and training on the use of Microsoft Windows, Office365, Apple OS, file storage, desktops/laptops, printers, and cloud systems.

3. Manage vendor licenses for software agreements and deploying software solutions.

4. Support Help Desk tickets and resolve issues related to PCs, network, printers, servers and applications.

5. Utilize vendor supplied and 3rd party utilities for monitoring; diagnoses, analyzes and resolves issues for employees.

6. Participate and lead IT-based projects.

7. Support and lead the development and implementation of production IT operations standards, processes and metrics to measure effectiveness.

8. Help develop and document standardized, repeatable internal IT processes to increase the overall quality of IT service, including development standards, change management, environment migration, escalation guidelines, SLAs and help desk knowledge base.

9. Promote system security and awareness by adhering to the Foundation's policies and standards.

10. Stay current regarding new technologies, standards and techniques.

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Demonstrated experience effectively managing the information technology of a dynamic office and its infrastructure.

- Excellent people and communication skills, with an ability to work in diverse teams; personal qualities of integrity, credibility, empathy and commitment to the mission.

- Excellent verbal and written communication skills.

- Excellent technology and analytical skills; able to assess, track, and report results.

- Flexible and able to multi-task; can work within a fast-moving environment, while also driving toward clarity and solutions; demonstrated resourcefulness in setting priorities and goals while focusing on measurable outcomes that drive strategic success in complex programs and systems.

## EDUCATION AND EXPERIENCE

- Bachelors degree preferred or equivalent experience
- 5+ years of directly related experience supporting help desk operations supporting Microsoft Windows and operating system environments.
- Direct experience with management of Microsoft Office365 solutions
- Excellent verbal and written communication skills
- Experience troubleshooting cloud SaaS applications, Azure AD, VPN, multifactor authentication, etc.
- Ability to work independently to solve technical problems
- Excellent writing, communication, and interpersonal skills
- Strong analytical, troubleshooting and problem-solving skills
- Familiarity with resolving remote connectivity issues

## TRAVEL

- No travel required in this role.