

**Job Title:** IT Enterprise Manager  
**Department:** Strategic Initiatives  
**Reports To:** Chief Operating Officer  
**Salary:** \$63,639 - \$72,707

**FUNDING NOTICE: The position will be reviewed by March 31<sup>st</sup> annually to determine funding availability in the new fiscal year beginning July 1<sup>st</sup> annually.**

**COVID-19 Notice: Proof of receipt of the COVID-19 vaccination required. Proof of immunization must include a copy of documentation indicating the vaccines received.**

## **SUMMARY**

The IT Enterprise Manager is responsible for the design, development, support, and implementation of all IT services. Day-to-day expectations include managing the day-to-day user support, operation, and evaluation of all information technology, computer systems, and corporate mobile devices. The position will be to maintain the agency website and all correspondence and coordination with all 3<sup>rd</sup> party vendors that provide IT services or support to the company. The Hampton Roads Community Action Program is a non-profit organization that serves more than 7,000 individuals or 10,000 households annually through its 23+ programs and services.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties within the scope of this position may be assigned.

- Provide prompt and professional responses to inquiries ranging from user account management to system functionality.
- Responsible for the installation, testing, repair, and troubleshooting for standalone and linked computers to networks, printers, and other peripherals.
- Monitor performance and security of information technology systems.
- Help define IT infrastructure strategy, architecture, and processes.
- Responds to requests for technical support for hardware and software issues.
- Assist with the evaluation and purchase of software and hardware including cellular devices.
- Coordinate external vendors to provide additional support and service as needed.
- Maintain daily performance of computer systems, mobile devices, and phone systems.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Diagnostic and analytical skills for software and general application knowledge
- Support responsibilities include software installation and configuration.
- Performs technical, operational, and training support, to users by various methods.
- Maintains proper licensing for all agency purchased software and applications.
- Provides training for staff, volunteers, and clients
- Performs administrative, analytical, and professional work as directed.
- Performs other related duties as required.

**SKILLS REQUIRED** include the following. Other skills within the scope of this position may be assigned.

- Experience managing and tracking end-user support
- Knowledge of personal computer hardware and software
- Ability to manage multiple simultaneous tickets to completion
- Ability to install, configure, and troubleshoot IT issues.
- Ability to establish performance measures and monitors outputs and outcomes.
- Comprehensive understanding of data systems, including tracking, reporting, monitoring, customer satisfaction, and evaluation.

### **SUPERVISORY RESPONSIBILITIES**

As assigned by the COO.

### **SAFETY RESPONSIBILITIES**

In addition to complying with the guidelines for all associates:

Comply with all Federal, State and Local regulatory standards and procedures.

Ensure that all associates are trained in HRCAP's Safety Policies, Rules and Regulations; trained for the jobs they will be performing; trained for the equipment they will be using; and understand the potential safety hazards in their work area.

Ensure that applicable personal protective equipment is available, in proper operating condition, and used for each job performed.

### **INFORMATION PRIVACY AND SECURITY**

This associate may have access to Confidential Information (CI) and is required to be familiar with the HRCAP's Privacy policy related to the handling of CI, and follow all related procedures required to protect the privacy and security of CI.

### **EDUCATION and/or EXPERIENCE**

- Bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field, or equivalent experience
- 3-5 years of experience working in IT operations
- Experience leading and managing medium to large IT projects and rolling out IT infrastructure across various technologies
- Excellent working knowledge of computer systems, security, network and systems administration, databases and data storage systems, and phone systems.
- Excellent project management skills and strong ability to prioritize
- Strong critical thinking and decision-making skills
- Must possess and maintain a valid Virginia driver's license
- Criminal record check, driving record and credit report required for employment

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Current state driver's license, proof of current auto insurance coverage, satisfactory driving record and

working vehicle required.

**PHYSICAL DEMANDS**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



**SEDENTARY**

Lifting up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers, and files. Walking and standing are required only occasionally

**WORK ENVIRONMENT**

There are no unusual work environment characteristics associated with performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



**LIMITED**

General office environment infrequently exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

**WORK CONDITIONS**

N/A

**RECEIPT OF JOB DESCRIPTION**

I have received, reviewed and understand this job description. I further understand that I am responsible for satisfactorily performing the essential duties described in the job description. I understand the job functions may be changed from time to time. I will be able to perform the essential functions of this position with or without accommodation. I understand that if I will need an accommodation for this position, I will inform Human Resources and management of my accommodation needs.

Print Name \_\_\_\_\_

Associate Signature \_\_\_\_\_

Date \_\_\_\_\_