



## Sunnyvale Community Services

Preventing Homelessness and Hunger in Our Local Community

### IT Manager

The IT Manager is the owner of all IT systems, infrastructure, and all operational technology unless already owned by another team. The IT team may also be asked to support non-owned systems. This scope includes but is not limited to computer systems/peripherals, core network hardware, cloud platforms and any related services utilized by the company. The IT manager will also oversee an IT Support Specialist, who will be owning day-to-day operations of L1 and L2 tickets. Altogether, the IT Manager is responsible for the online and physical security, uptime and efficiency of SCS systems.

Daily duties will be a blend of oversight depending on support availability, company needs, and any standing projects. Most days, time should be spent on project work, documentation, or system wide improvements/upgrades. There should also be time dedicated to research and staying up to date with best practices and any security incidents that may affect the company. Time should also be set aside for people management, 1:1's as necessary and training of the IT Support Specialist.

**SALARY RANGE:** \$85K-\$115K, based on experience

### DUTIES & RESPONSIBILITIES

- Ensure all technology works together seamlessly as possible, always improving processes.
- Constant security awareness, inside and outside of Sunnyvale Community Services
- Long-term oversight on network systems, estimating and planning for future org. needs.
- Collaborate with all departments and their technology needs, proactively seeking needs.
- Flexibility in tasks, being able to prioritize based on business impact and organization events.
- Overseeing repairs and refurbishing, knowing when to send equipment out to a vendor.
- Oversight on all systems where given, ensuring cloud connectivity and uptime.
- Administration of O365 users & groups, Zoom phone system and other systems.

## **QUALIFICATIONS**

- Bachelor's degree in Information Technology or related field.
- AND 2-4 years' experience as an IT Manager or 6 years' as an IT Admin / Support.
- Moderate knowledge of networking, cloud systems administration, business automation.
- Fluency in using multiple operating systems (Windows 10/11, OSX/iOS, others).
- Sharp troubleshooting skills, being able to critically think on a complicated problem.
- Great interpersonal skills, being able to deliver a great end user experience.

## **PHYSICAL REQUIREMENTS**

- With or without reasonable accommodation(s), the essential functions of this position require certain physical and mental abilities. These abilities include, but are not limited to: sitting, standing, walking, bending, stooping, pushing, pulling, lifting (25 lbs), typing, writing (in English), reading (English), speaking (English), seeing, hearing, mathematical calculations, problem solving, reasoning, composition, and decision-making.
- Often required to sit in a stationary position, and repeated use of wrists, hands and fingers for typing, writing, and holding objects (pens, pencils, phone, etc.) while sitting at desk.
- Occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, or kneel.
- Environment will be indoors with a normal office environment amount of noise, with occasional increased noise if go into the warehouse.
- Vision abilities required by this job include distance for safety and close vision for reading, computer, etc.

## **HOW TO APPLY**

Please submit a resume and cover letter to [jobs@svcommunityservices.org](mailto:jobs@svcommunityservices.org). Sunnyvale Community Services is an Equal Opportunity Employer and is committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, contractors, vendors, and clients.