JOB TITLE: Technology Operations Manager

DEPARTMENT: Information Technology

REPORTS TO: Senior Director of Kerrville Operations

EFFECTIVE DATE: 

CLASSIFICATION: Exempt

POSITION SUMMARY: The Technology Operations Manager will manage the Foundation's Technology Operations Team. In addition, the Manager will implement and maintain policies and processes that support the organization's technology needs, ensure proper functioning of the information processing system, and oversee necessary upgrades. This position will help business operations groups utilize information systems to improve their efficiency and ensure that related technology (hardware and software) is updated to meet organizational needs together with organizing the IT Help Desk and implementing the appropriate technology and people resources to produce consistent, excellent IT service experiences.

PROGRAM MISSION: The mission of the Information Technology Department is to provide secure, reliable, technology solutions and to deliver excellent customer service as driven by the Foundation's Core Values of Hospitality and Quality.

ORGANIZATIONAL VALUES: Rooted in our Christian faith, daily work reflects the values of Hospitality, Stewardship, Unity, and Excellence.

ESSENTIAL FUNCTIONS:
- Oversee and supervise the Foundation's technology infrastructure and daily operations to include:
  - Organization and Management of the IT Help Desk
  - Development, coordination and oversight of appropriate technology, people, and processes to produce consistent, secure, and excellent IT service experiences. This includes, but is not limited to endpoint devices that connect to the HEBFDN network, business operations software and systems both (installed and/or cloud based), and cybersecurity strategy
- Manage, lead, and develop the Technology Operations Team including training initiatives and performance coaching
- Act as team lead by providing hands-on support
- Recommend and coordinate integration of computer-related technology ensuring changes are monitored and efficient to meet the needs of the Foundation.
- Responsible for developing, operating, monitoring, and reporting on the Technology Operations budget
Collaborate with Foundation teams and programs around technology needs and requests to ensure appropriate support of business processes

**QUALIFICATIONS:**
- Relevant bachelor's degree and at least five years' technology management experience in related field, or ten years' technology management experience in related field with proven ability to stay abreast of and implement changing technology
- A solid understanding and proven experience of:
  - Network and cloud computing technology, design, and troubleshooting
  - Server and data center operations
  - End-user devices to include:
    - PC, Mac, printers and related office technology
    - Mobile technology (to include Android and Apple)
  - Help Desk systems and tools
  - Office 365
  - Vendor, Contract, and Subscription Management, to include (but not limited to):
    - Microsoft Enterprise Agreements
    - Unified Communications platform
    - Password Managers
    - Cybersecurity Training
    - Managed IT Services

**COMPETENCIES—Knowledge, Skills, Abilities:**
- Exceptional leadership skills
- Technical knowledge to implement IT policies, standards, procedures, and best practices
- Excellent Customer Service Skills and Proven Management Skills
- Excellent Communication and Collaboration ability
- Ability to plan, organize, monitor, and manage IT team and workload, support requests, and projects
- Excellent problem solving
- Strong flexibility
- Ability to research, evaluate, and implement the best end-user devices to support the business need
- Basic troubleshooting competency
  - Desktop hardware, Laptop hardware, Printers, Microsoft Windows OS, Android OS, Apple IOS, Adobe Acrobat; Office 365
- Awareness of basic theory regarding:
  - Server infrastructure and roles
  - Active Directory
  - Network topologies and mediums
  - Unified Communications systems
  - Network security standards and controls
  - WAN & LAN topologies
  - Cloud computing
- Familiarity with CRM systems
PHYSICAL REQUIREMENTS:
- Regularly lift more than 25 pounds.
- Capable of traveling to work in various buildings in Kerrville, San Antonio, and in the Canyon.

WORK ENVIRONMENT:
- Professional office environment
- Routinely uses standard office equipment such as computers, phones, multi-function printers, filing cabinets, and fax machines
- Work in a camp or retreat setting with the ability to work outside on uneven terrain and in varying weather and environmental conditions

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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