



## Job Description

**Job Title:** Strategic Technology Manager

**Status:** Exempt

**Department:** Finance

**Supervisor:** Finance Director

**FTE:** 1.0

**Salary Grade:** 38

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Solid Ground believes poverty is solvable. Our communities are stronger when we support stability and break down the barriers to overcoming poverty. Solid Ground does both. We combine direct services with advocacy to meet basic needs, nurture success, and spread change. Through our programs, people gain stability and built skills that equip them to move forward in their lives. Through advocacy, we work toward ending racism and other oppressions embedded in our institutions, policies and culture that hold people back from succeeding. We bring the voices of people experiencing poverty into the political process, furthering social justice, and supporting our entire community to reach its potential.

As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened. As such, we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency and encourage staff to fully engage in those activities

**Job Summary:** Reporting to the Finance Director, the Strategic Technology Manager is a working manager with a strategic focus, responsible for managing all database systems, network administration and user support, as well as leading the Information Technology team. This position serves as a critical member of the Solid Ground All Leadership Team, overseeing the technical infrastructure within Solid Ground, determining business requirements for technology, managing the design and implementation of the agency's networks, systems, hardware, software, and communication systems, and eliminating security risks. This includes all aspects of information technology initiatives to fuel Solid Ground's mission to end poverty and eliminate racism and other oppressions.

## **Essential Responsibilities, Duties and Tasks:**

### **Operations**

- Develop, implement, and maintain effective information technology strategies, including a roadmap for infrastructure, practices, processes, plans, and programs that result in the achievement of the agency's mission, vision, values, and goals.
- Create and use processes and standards for the selection, implementation, and ongoing support of effective systems, networks, software, hardware, and initiatives.
- Collaborate with the Finance Director and Chief Program Officer to anticipate technology needs, including they systems, processes, hardware, and software that will be required to adapt to changes in the Solid Ground's business needs.
- Partner with stakeholders across the organization to identify business, communication, and technology needs, optimizing the overall use of information technology.
- Consult with and advise agency directors and managers to provide IT solutions to new and existing business models, grant proposals and service priorities.
- Lead and participate in the coordination, implementation, and integration of the agency's technology solutions.
- Manage the evaluation, selection, installation, and maintenance of the agency's information technology system to ensure all functions are integrated and operational from implementation to ongoing maintenance.
- Ensure the smooth, ongoing delivery and operation of IT services by monitoring and optimizing systems performance and reporting dashboards.
- Develop new technology and pilot projects, including integrating successful pilots into the Agency's ongoing programs and operations.
- Provide project management for agency-wide technology projects.

### **Management**

- Supervise the hiring, training, evaluation, and development of the IT Team to support the agency's mission, vision, values, and goals.
- Direct and oversee the Information Technology team to ensure that the work they perform meets the needs of the Agency.
- Manage agency-wide staff on technology-related projects consistent with the strategic vision and service priorities.

### **Finance/Budgets**

- Collaborate with the network administrator to develop, establish, maintain, and track the Information Technology annual budget.
- Purchase efficient and cost-effective technological hardware, software, and peripherals.

### **Staff Development**

- Supervise the development and implementation of staff training on the effective use of technology systems, tools, hardware, and software.
- Provide mentorship to directors, managers, and staff, supporting their development and progress toward the effective use of technology.

## **Compliance**

- Ensure that Information Technology activities adhere to applicable laws and regulations, including data security, record retention, data confidentiality.

## **Outreach/Advocacy**

- Participate in equity and social justice process improvement to accomplish the agency's vision, mission, and values.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency.
- Stay current with social justice trends and events to shape enticing programs for clients and staff.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency.

## **Other Duties**

Other duties as assigned. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

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## **Education & Experience:**

### **Minimum Qualifications**

- Bachelor's degree in information technology, **AND**
  - Five or more years of experience working in IT operations, supervising technology teams, and overseeing information technology projects.
  - Two years of management experience of 2 or more IT specialists, **OR**
  - Any combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position.
- Demonstrated experience in developing and implementing technology strategies, including computer systems, network and systems administration, security, databases and data storage systems, and telecommunications systems.
- Proven track record of managing information effectively, providing staff with perspective and direction to accomplish goals.
- Strong interpersonal skills and the ability to communicate effectively with diverse teams across the agency and lead IT staff on projects.
- Excellent leadership and decision-making skills.

- Strong Microsoft 365 and Active Directory skills, plus excellent file organization, budgeting expertise, strong managerial capabilities, and a good understanding of user training and data security.

### **Preferred Qualifications**

- Knowledge of SQL Server databases and Azure hosting
- Ability to analyze complex problems and make sound recommendations for solutions and prepare working procedures.
- Strong relationship builder with the ability to find common ground, build consensus and strengthen collaboration among diverse groups of stakeholders.
- Excellent conflict resolution skills and comfort in engaging in courageous conversations about equity, race, social services, and program development/purpose.
- Demonstrated passion and track record of successful action towards anti-racism and social justice, preferably in the social sector.
- Demonstrated experience in working with people from a variety of racial, cultural, and economic backgrounds, with various lifestyles, sexual orientations, abilities, and barriers, and of all ages.
- Strong knowledge of project management principles.

**Physical Demands/Working Conditions:** This position works in an office setting, performing general office duties. Employees spend 80% of the time on the computer, 60% of the time interacting with staff/clients (80% in the office) and 20 % of their time in the field. Work outside one's worksite includes attending meetings/driving to meetings at Solid Ground program sites and with partners and external stakeholders. Position requires the employee to lift/carry up to 20 pounds rarely, 5-10 pounds occasionally and push/pull 10 pounds seldom, 1-5 pounds frequently. The position includes the ability to sit/stand as needed.

**Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.**