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Manager of IT Operations

LINK TO EMPLOYMENT APPLICATION BELOW

Reports to: Director of Administration

Job Summary: This role is responsible for a broad range of technical support across the Amber Grace campus. The successful candidate is an engaged, passionate IT technologist that will be responsible for purchasing, maintaining and troubleshooting security and computer systems, networks, and software applications. The successful candidate will have opportunities for continued learning and professional development.

Supervisory Responsibilities: None

Duties/Responsibilities:

- Provide prompt, professional, first-level technical support to staff and Neighbors (residents with differing levels of intellectual disabilities) via phone, email, or in-person
- Install, configure, and maintain hardware and software
- Troubleshoot and resolve issues with desktops, laptops, printers, security cameras, phones and other devices
- Set up new user accounts and workstations within Microsoft M365
- Document technical issues and solutions
- Support basic network troubleshooting (e.g., connectivity issues)
- Purchase standardized equipment and maintain inventory of IT assets
- Implement software and systems to protect staff and Neighbors from digital threats
- Follow IT policies and procedures
- Work with leadership to understand changes, upgrades and need for outside assistance
- Participate in team meetings, training, and Amber Grace community events
- Foster a safe, respectful, and inclusive environment

Requirements:

- Associate degree or higher in Information Technology, Computer Science, or related field (or equivalent experience)
- Basic knowledge of Windows/Mac OS and Microsoft Office suite
- Understanding of networking fundamentals (TCP/IP, DNS, DHCP)
- CompTIA A+, Network+, Security+ or similar certifications
- Certification (or ability to obtain certification) for Microsoft technologies
- Certification (or ability to obtain certification) for Genetec security camera software
- Familiarity with Active Directory and M365 administration

- Strong problem-solving skills and the ability to explain technical concepts to non-technical users
- Eagerness to learn and adapt in a fast-paced environment
- Ability to work independently and as part of a team
- Excellent verbal and written communication skills using the English language
- Must have the ability to lift, push, and pull 25 pounds
- Ability to demonstrate care, compassion, and patience when working with staff and Neighbors
- Protects the confidentiality and rights of the staff and Neighbors
- Familiarity with the IDD community preferred

FLSA: EXEMPT

Classification: Full-time

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

TO APPLY FOR THIS POSITION PLEASE CLICK THIS LINK:

[MANAGER OF IT OPERATIONS](#)

Or copy and paste this URL into your web browser :

<https://ambergrace.jotform.com/team/administrative-employment/employment-application>

If you are unable to access or fill out the application online, please email info@ambergrace.com to request assistance.

Thank you for your interest in joining the Amber Grace Team!