Native American Youth and Family Center

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The Mission of NAYA Family Center is "…*to enhance the diverse strengths of our youth and families in partnership with the community through cultural identity and education".*

Position Description

Position:	**IT Manager**
Department/Program:	Office of the Chief Operating Officer (COO)
Compensation:	$90-95,000 annually
Benefits:	NAYA recognizes 16 paid holidays per fiscal year. Additional paid time off includes accruals of sick and vacation hours; vacation time is based on tenure with the agency. NAYA also provides medical, dental, and vision insurance, a Flexible Spending Account, and Life Insurance. Employees may enroll in a 401K retirement plan after 3 months of employment and NAYA will match employee contribution to their 401K, up to 6%.
Employment Status:	Regular, Full-Time, Exempt
Hours:	General working hours are 9am-6pm; hybrid work schedule available upon approval; evenings and occasional weekends, as assigned.
Supervision:	IT Team
Reports To:	COO
Job Location:	Portland, OR
Created/Revised:	September 2025

Position Description:

The IT Manager leads NAYA's technology infrastructure and supports staff in the effective use of technology across the organization. This position is the primary project manager for IT initiatives that strengthen our IT infrastructure. The IT Manager oversees and maintains all aspects of NAYA's computer systems, including networks, servers, security programs, and related technologies; the manager will also manage NAYA's internet-based phone systems and cellular phones. The ITmanager also provides guidance, mentorship, and supervision to IT staff, ensuring the delivery of high-quality technical support, ongoing training, and system improvements. Activities require advanced technical expertise, problem-solving capabilities, independent analysis, and strong communication skills. This role also collaborates with leadership to align technology initiatives with NAYA's organizational and strategic goals as NAYA continues to grow in both FTE size and number of offsite locations/service delivery sites.

Essential Functions:
- Supervise, mentor, and support IT staff, ensuring consistent, high-quality technical support and accountability
- Serve as the primary project manager for all IT projects and initiatives
- Provide technical support for both hardware and software issues staff encounter
- Manage the configuration, operation, and security of client-based computer operating systems
- Monitor system performance daily and respond promptly to security or usability concerns
- Create, verify, and maintain system backups, ensuring data integrity
- Ensure IT team responds to and resolves help desk requests in a timely manner
- Oversee the installation, testing, and upgrading of computer-related equipment and software

NAYA Family Center | Position Description: **IT Manager**

- Administer and maintain infrastructure, including firewalls, databases, malware protection software, and related processes
- Review application logs and recommend system enhancements or corrective actions
- Analyze the current network structure and prepare quarterly reports on network efficiency, system performance, and recommendations for improvements to the executive team
- Collaborate with departmental leadership to determine future network and technology needs and plan for updates and improvements
- Oversee and authorize technology-related purchases, including hardware, software, and services, in alignment with organizational needs and budgets
- Within first six months, create and maintain an efficient, sustainable process for technology ordering
- Manage vendor relationships and procurement processes to ensure cost-effective and timely acquisition of IT resources
- Manage VoIP phone service, and cell phones including mobile device management
- Manage printer inventory and ordering
- Manage (or delegatge the management of) the access control system
- Develop and implement methods and tools to rest and deploy new LAN/WAN equipment or technologies
- Lead projects to enhance system functionality, address recurring network issues, or implement new solutions
- Assist in the conversion to Sharepoint and develop a plan (and/or or best practices guide) for maintenance including ongoing training and file storage guidance
- Perform regular network troubleshooting and resolve connectivity issues
- Define and enforce IT policies and procedures, including security protocols and user access
- Oversee IT training and ongoing support for all staff, developing materials and tools to enhance technical skills and knowledge
- Serve as an active participant in cross-departmental NAYA team projects and initiatives
- Promote a safe, secure, and inclusive technology environment for staff and community members

Additional Duties:
- Assist in the annual evaluation and planning of technology requirements, updating the technology plan as needed
- Work with NAYA Leadership to make a plan for supporting off site locations and make recommendations for internal staffing vs. out-sourcing external IT support
- Identify external and internal resources to enhance technology capabilities
- Ensure annual review and updates of the Electronic Communication Policy
- Maintain an accurate inventory of all technology assets, including hardware, software, and licenses
- Other duties as assigned by the COO

Additional NAYA Family Center Duties:
- Understand and adhere to confidentiality
- Coordinate IT systems and supports needed for direct services staff to offer wraparound services effectively with other NAYA Family Center programs and staff
- Support the maintenance of NAYA's internal databases and maintain a healthy IT infrastructure to supportcontractually required information database systems to track client information
    - Includes troubleshooting connectivity and user experience issues
    - Database examples include but are not limited to: Efforts to Outcome (ETO), CaseWorthy, Counselor Max, SAGE Fund Accounting, Raisers Edge, etc.
- Participate in trainings and/or meetings to ensure program outcomes are achieved
- Represent NAYA with the utmost professionalism at community events and other public relations opportunities
- Work as an active member of departmental team
- Participate actively in cross-departmental team projects

NAYA Family Center | Position Description: **IT Manager**

- Contribute to fostering a safe and secure environment for community members and staff

Qualifications:

Education and Training:

- Minimum 4-6 years of relevant and progressive experience in technology, computer science, software, and/or hardware related fields, including supervisory or leadership experience
- Demonstrated capabilities in MS Office, Mac/PC environment; and web-based applications including software and hardware

Certifications/Credentials:

- Certification (or ability to certify) and ability to maintain clarification in CPR, first aid, and AED

Skills:

- Proven ability to supervise and mentor staff effectively
- Strong problem-solving skills and initiative
- Proven project manager with the ability to develop and implement workplans effectively
- Excellent verbal, written, and interpersonal communication skills
- Demonstrated customer service and technical support experience
- Ability to work effectively with individuals and groups in diverse and complex settings
- Ability to learn and support new applications
- Proficient computer skills including:
  - Web-based research
  - Word processing and MS Excel
  - Database use
  - Email

Work Environment: NAYA employees are expected to work on site most of the week. With supervisory approval, employees may be able to work at home 1 to 2 days per week after successful onboarding.

Physical Requirements:

- The employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell.
- The employee may be required to sit for extended periods of time.
- The employee must occasionally lift and/or move up to 30 pounds.
- Specific vision abilities required by job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Equipment Used: Computer, hone, fax, copy machine
Safety Considerations: Some travel may be required
Other Requirements:

1. Valid Oregon or Washington State Driver License (must be eligible to be an insured driver under NAYA Family Center's liability insurance policy)
2. Successful completion of a background investigation (including a fingerprint criminal history check)

Application Procedures:

NAYA Family Center | Position Description: **IT Manager**

Interested candidates should submit:
1. A cover letter addressing your qualifications for the position and why you are interested in joining the NAYA Family Center team
2. A current resume

Application forms and additional information about employment at NAYA Family Center can be found at http://www.nayapdx.org/about/jobs.

Application Deadline: Open until filled.

Attention: Incomplete applications will not be considered. Electronically submitted applications are preferred. Due to the sheer number applicants, only those applicants selected for an interview will be contacted. Please respect our no phone calls policy. This job description does not constitute an employment agreement and is subject to change by the employer due to changes in grants and funding sources.

Please send application materials to:
Attn: Human Resources
Native American Youth and Family Center
5135 NE Columbia Boulevard
Portland, OR 97218
Fax: (503) 288-1260
Email: jobs@nayapdx.org