



California Institute for Behavioral Health Solutions Job Description

Job Title: Information Technology Department Manager
Department: Information Technology
Reports To: Director of Operations
FLSA Status: Exempt
Prepared By: Human Resources
Prepared Date: April 2022

Our Values: Recovery & Resiliency, Anti-Racist, Innovation, Continuous Improvement, Customer Commitment, Cultural & Linguistic Inclusion, Outcomes-Driven, & Health Equity.

Position Summary: The Information Technology Department Manager (ITDM) supports, in alignment with the Operations Department, all related IT functions, as well as any needs for CIBHS.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- **Asset & Inventory Management (30%)**
 - Leads the development and installation of an asset inventory management system for all our software & hardware.
 - Makes recommendations for upgrades of systems (hardware and software) as necessary.
 - Leads the process for maintenance and investments for all IT tools.
 - Takes complete ownership of assets (hardware, such as laptops, copiers, software, and all IT tools).
 - Centralizes all areas of IT into one cohesive and effective structure.
- **Research & Development (10%)**
 - Research newest technology, trends, and makes recommendations to the Leadership & Operations team for improvement practices and deliverables.
 - Assesses internal and external challenges with service delivery and uses technology to support the process.
 - Makes recommendations for purchasing equipment, supplies, and any other IT related items to support operations.
- **End-User Support- Compliance (40%)**
 - Provides excellent customer service to various folks within the organization.
 - Develops a customer service-oriented model for IT support and management.
 - Creates policies and procedures around customer service, staff usage/expectations, and privacy/protection areas. (i.e., HIPAA & HITECH).
 - Establishes continuous knowledge and understating of server/networking structures such as (Wireless, VPN, DHCP, DNS), printer networks.
- **Training & Development (18%)**
 - Creates IT tools, policies & procedures, training, and support systems relevant to IT within the organization. Develops resource tools and processes to support our clients and staff with learning new systems and instruments.

- Marketing Support (2%)
 - Partners thoughtfully with the leadership team in creative strategies to share our content and work with our partners and community through social media marketing.
- Other Essential Duties
 - Regular, predictable attendance is required.
 - Ability to get along and work effectively with others.

Supervisory Responsibilities:

This job has no supervisory duties.

Measures of Performance: The ITDM shall be considered to be performing in an acceptable manner when the following have been accomplished:

1. *Analytical Thinking* - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; makes a systematic comparison of two or more alternatives; notices discrepancies and inconsistencies in available information; approaches a complex task or problem by breaking it down into its component parts and considering each part in detail; weighs the cost, benefits, risks, and chances for success in making a decision; designs work flows and procedures.
2. *Design* - Generates creative solutions; translates concepts and information into images; uses feedback to modify designs; applies design principles; demonstrates attention to detail.
3. *Problem Solving* - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
4. *Forward Thinking* - Anticipates possible problems and develops contingency plans in advance; notices trends in the industry or marketplace and develops plans to prepare for opportunities or problems; anticipates the consequences of situations and information and plans; accordingly, anticipates how individuals and groups will react to situation and information and plans accordingly.
5. *Project Management* - Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.
6. *Technical Skills* - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others; effectively applies technical knowledge to solve a range of problems; possesses an in-depth knowledge and skill in a technical area; develops technical solutions to new or highly complex problems that cannot be solved using existing methods or approaches; is sought out as an expert to provide advice or solutions in his/her technical area.



7. *Customer Service* - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Associate's degree (A.A.) or Bachelor's degree in computer or information science-related field and 5+ years of Information Technology management, with growing responsibility over the years. Certifications in the following areas preferred; A+, MCSA, MCSE, MCP, CCNA, CCNP.

Language Skills:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, members, governmental bodies/boards, and the general public.

Mathematical Skills:

Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have knowledge of internet software and the Microsoft Office Suite of products. Knowledge of basic office equipment should include: internet and email, copy and fax machines, postage meter and telephone.

Other Skills and Abilities:

- Have a knack for all things IT and experienced in deploying and maintaining:
 - Dell PowerEdge, HP Proliant servers
 - MS Server 2012, Active Directory, Group Policy, RDS, DHCP, DNS
 - Windows 10
 - Sophos Firewall, VPN
 - Cisco Meraki switches
 - WiFi Access Points
 - PDAs
 - Network Printers
 - Software such as Office 365, Adobe, etc.



- Strong customer service skills, operations, and leading project implementations.
- A great communicator who can translate the world of Information Technology to all our staff and clients.
- Understands the importance, has a working knowledge and experience of cultivating a feedback rich culture.
- Organized, responsive, solutions-oriented, flexible, and resourceful.
- An understanding and experience in working with non-profit organizations is a plus.

Physical and Emotional Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The inability to cope with a stressful work environment does not constitute a protected disability.

While performing the duties of this job, the employee is frequently required to sit. The employee is occasionally required to stand; walk; The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.