

## **Gleaners Community Food Bank Job Description**

**Job Title:** Information Technology Director  
**Reports To:** Chief Financial Officer  
**FLSA Status:** Non-exempt  
**Department:** IT  
**Last Update:** June 2018

Oversees and manages all technological systems and services implemented by and provided for Gleaners Community Food Bank.

### **Essential Duties and Responsibilities**

1. Responsible for the planning, developing and implementing of all internal and external Gleaners technological strategies, communications and activities.
2. Implement and maintain, a comprehensive technology strategy to include current systems and future enhancements required to provide the organization with the tools necessary to address technology issues critical to the operations of the food bank.
3. Supervise maintenance, troubleshooting and help desk duties and provide third tier support regarding office software and hardware including but not limited to workstations, laptops, tablets, desk phones, cell phones, and smart phones
4. Performs on-site network and server maintenance including but not limited to wired and wireless networks, phone systems, domain migration, and all network hardware.
5. Recruit, interact, maintain and provide support to and from external vendors, consultants, and professional volunteers to support all Gleaners technological needs.
6. Performs website and database support for end users including but not limited to: pantrynet.org, Primarius, Navision, Access, Raisers Edge, Avaya phone system, and all legacy software.
7. Maintains communication with staff, board members and partners regarding technological issues including training sessions as needed.
8. Works with others on technology strategic planning by assessing, selecting, re-assigning, and purchasing hardware and software to meet Gleaners business daily and continuity requirements including security protocols and remote access.
9. Support current computer information resources, providing for data security and control, strategic computing, and disaster recovery.
10. Implement controls to ensure that technology functions within the departments of the organization are reviewed on a regular basis, with recommended corrective actions for improvement.
11. Document information for all technology procedures, incidents and events.
12. Work steadily to effectively improve the food bank's overall technical proficiency.
13. Researches and develops services, infrastructure, policies and procedures.
14. Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities.
15. Other duties as assigned.

### **Scope of Position**

|                              |   |
|------------------------------|---|
| Budgetary Responsibility:    | Moderate  |
| Personnel Responsibility:    | Moderate  |
| Access to Confidential Info: | High  |
| Supervisory responsibility:  | Moderate  |
| Customer Contact:            | Donors: Moderate<br>Volunteers: Moderate<br>Partner Agencies: Moderate<br>Outside Vendors: Moderate |

**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/Experience**

Bachelor's degree required Master or advance training preferred from four-year College or university; and four to six years related experience and/or training; or equivalent combination of education and experience. Must have excellent customer service skills, including outstanding verbal and written communication skills.

To perform this job successfully minimum requirements include knowledge of Adobe Creative Suite, Avaya VOIP phone systems, Barracuda email security, cloud computing, Crystal Reports, FTP, Loftware Labeling, Microsoft Exchange Server, Microsoft Office Suite, Microsoft Project, Microsoft server operating systems, Microsoft Windows operating systems, Microsoft Visio, Online ordering interfaces, Primarius (Inventory Management System), Raisers Edge, SQL Server Management Studio, Tableau, VMware virtualization, and VPN.

Must also have knowledge of networking, Cisco POE switches, Cisco wireless access points and wireless LAN controllers, GFI Faxmaker (fax to email application), firewalls, Microsoft Deployment Toolkit (MDT) computer imaging system, creating and modifying group policy objects (GPO), and ConnectWise helpdesk ticketing system.

**Certificates and Licenses**

A+ preferred  
Microsoft preferred

**Language Ability**

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

**Math Ability**

Ability to apply advanced mathematical concepts such as exponents, logarithms, quadratic equations, and permutations. Ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis.

**Reasoning Ability**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**Physical Demand**

The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus. While performing the duties of this job, the employee is regularly required to use hands and talk or hear. The employee is frequently required to sit; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee is occasionally required to stand; walk and climb or balance.