



United Way of Tucson  
and Southern Arizona

## UNITED WAY OF TUCSON AND SOUTHERN ARIZONA Position Description

**Director, Information Technology**  
**Full Time, FLSA Exempt**  
**February 2020**

### **Job Summary:**

The Director of Information Technology will partner with United Way of Tucson and Southern Arizona's (UWTSA) leadership to strategically execute technology solutions and drive innovation. Reporting to the Chief Operating Officer, this position will lead and is responsible for all aspects of network administration, hardware and software management and support. Excellent communication, organizational, and end user support skills are essential.

### **DUTIES AND RESPONSIBILITIES:**

- Manages and supports IT operations ensuring reliability and cybersecurity.
- In association with UWTSA leadership, develops infrastructure strategy to support organizational goals.
- Evaluates ongoing cybersecurity and information security risks, proactively implementing effective protocols, tools, policies, procedures, and user awareness.
- Negotiates, maintains, and complies with software license and maintenance agreements.
- Maintains vendor relationships and procurement of IT equipment.
- Provides support and troubleshooting to resolve technical issues for end users.
- Supports virtual environments including VMware, vSphere, vCenter, ESXi, and Horizon virtual desktops.
- Supports and maintains network and computing hardware such as routers/switches, wireless endpoints, zero clients, laptops, printers, and VoIP phones.
- Supports Microsoft Windows and Linux servers.
- Supports audio visual/Zoom Room installations.
- Provides technical assistance to departments' business software applications and websites.
- Assists in training staff in use of IT systems.
- Manages and supports IT Help Desk.
- Documents processes and procedures.
- Oversees IT budget.
- Researches and recommends new technologies.
- Assists leadership in outreach, advocacy, and cultivation of IT partnerships.

### **SUPERVISORY RESPONSIBILITIES:**

- Supervises employee(s), including planning, assigning and directing work, and appraising performance.
- Responsible for overall direction in accordance with UWTSA's policies.

## **OTHER DUTIES AS ASSIGNED**

### **QUALIFICATIONS:**

- Associates Degree in Information Technology or related field and 5 to 8 years of directly comparable experience, OR Bachelor's Degree in Information Technology or related field with 3 to 5 years of directly comparable experience.
- Desire and ability to work in team-oriented work environment.
- Excellent written/verbal communication, interpersonal skills.
- Demonstrated skills using Windows-based software, including Internet browsers, e-mail, word processing, spreadsheet, database, presentation, and graphics software, to generate meaningful and comprehensive documents, materials and presentations.
- Demonstrated proficiency using Microsoft Office Suite.
- Demonstrated knowledge of Windows servers and desktop products.
- Demonstrated ability to support virtual environments including VMware, vSphere, vCenter, ESXi, and Horizon virtual desktops.
- Demonstrated knowledge of setting up remote and local access for users.
- Demonstrated ability to administer a network including firewalls.
- Ability to manage multiple projects, activities, and tasks simultaneously.
- Ability to set priorities and maintain flexibility in a fast paced environment.
- Ability to maintain a flexible work schedule and adjust it as required by changing activities.
- Must possess a valid driver's license, current auto insurance, daily access to a reliable vehicle and able to occasionally lift up to 30 pounds.

Thank you for your interest in this position. Please email resume and cover letter to:

[jdenigris@unitedwaytucson.org](mailto:jdenigris@unitedwaytucson.org)