



IT Manager

- **Are you excited about using your technical expertise to ensure no one in Alameda County goes to bed hungry?**
- Does hearing the words, "It works now!" make your ears perk up?
- Do you love working with people?
- Do you want to apply your innovative team management skills to helping one of the Bay Area's top non-profits — and a nationally recognized leader in hunger relief — demonstrate their community impact?

If you said, "Absolutely!" to these questions, the Alameda County Community Food Bank could be looking for **you** as our next **IT Manager!**

In partnership with the Director of IT, the IT Manager is accountable for ensuring continuity of technology services for end users by providing second-tier support for desktop, network, infrastructure, servers, and applications. The IT Manager works to attain a high level of end user satisfaction, maintain a stable technology environment, and enable Food Bank staff to achieve their mission goals. This role manages help desk functions including ticket and escalation management for all desktop and data center systems. The IT Manager will provide leadership, coaching and supervision to the Desktop Support Technician and Systems Administrator.

Alameda County Community Food Bank is a well-established and multi-faceted organization, which has been at the forefront of hunger relief efforts for 35 years. As one of the most efficient direct-impact organizations in the country, few nonprofits are as well-respected — or have a bigger impact on the community — as us. We are a dedicated group of mission-driven people who serve 1 in 5 county residents and will provide enough food for 30 million meals this year. But that barely scratches the surface of all our work. We're changing lives ... we're forward thinkers who encourage innovation ... we're proud of our work ... and we're having fun doing it!

With our new strategic plan, we are setting a bold trajectory for the long-term work required to dismantle the systems that perpetuate poverty, including racism. Our staff regularly engage in conversations about race, class, power and privilege as part of our organizational commitment to equity, diversity and inclusion. Please learn more about our efforts at www.accfb.org.

KNOWLEDGE, SKILLS AND ABILITIES

Required competencies

- 5+ years' experience in a technology management or systems or network administrator role, supporting a small or mid-sized Windows Server environment.
- 3+ years' experience of hands-on Windows Server Administration experience which encompasses maintaining a Microsoft Infrastructure (Active Directory domains, O365, DNS, DHCP, File Sharing and Permissions, Group Policies, etc.).
- 2+ years' experience motivating, training, and supervising at least one direct report or volunteers.
- Strong technical knowledge of servers, networks, telecommunications, and PC operating systems.
- Superior customer service skills including but not limited to empathy, tact and patience; ability to communicate technical concepts to non-technical staff.
- Demonstrated experience in analysis, evaluation, and implementation of IT systems and their specifications.
- Proven project management experience with setting and driving timelines and deliverables for multiple concurrent projects
- Experience supporting security infrastructure - firewalls, IPS/IDS, VPN, and monitoring tools.
- Expert working knowledge of Microsoft Office 365 suite including SharePoint and Teams
- Experience working with people from diverse ethnic, economic and religious backgrounds; and with a wide range of technology comfort levels.

- Adept at collaborative problem-solving, engaging staff, vendors, and leadership to build consensus and achieve aligned solutions.
- Clear and effective communicator; excellent presentation, negotiation, and writing skills.
- Familiarity with programming, scripting, markup languages and web technologies.
- Ability to prioritize and handle multiple assignments in a fast-paced environment; demonstrated experience with accurate time keeping and effective time management.

Preferred

- Experience leading implementation of a multi-year org-wide system upgrade plan; experience moving an organization from on-site servers to cloud file storage or similar transition a plus.
- Working knowledge of Teams and SharePoint back-end administration structure and site design.
- Experience developing training curricula and materials and facilitating trainings one-on-one and in groups.
- PMP training or certification a plus.
- Knowledge of Microsoft Dynamics NAV
- Bilingual in English and Spanish a plus.

PERSONAL ATTRIBUTES AND VALUES

- Passion, enthusiasm, focus, and creativity around Alameda County Community Food Bank's vision, mission and values of community, leadership, transparency, innovation and diversity.
- Excellent judgment; impeccable integrity and honesty; ability to handle confidential information responsibly.
- Strong work ethic with an orientation toward action, innovation and process improvement.
- Innovative self-starter and critical thinker with a positive, roll-up-your-sleeves, can-do attitude and desire to help others.
- Ability to work both independently and in a collaborative setting with people of diverse backgrounds and circumstances.

PHYSICAL REQUIREMENTS

This work is located in an office environment. Physical activities necessary in the performance of this job include the abilities to: sit at a computer workstation for up to five hours at a time; operate computer and phone equipment; move throughout the 118,000 sq. ft. food bank facility in performance of duties; lift and carry up to 30 lbs. on occasion; visit community settings; conduct site visits including walking, bending and squatting.

COMPENSATION AND BENEFITS

This is a full-time, exempt position working Monday through Friday, 8:30 a.m. to 5:00 p.m. (7.5 hour workday; 1 hour unpaid lunch). The non-negotiable starting salary for this position is \$103,700 annually. We offer an outstanding benefit package including:

- Medical: ACCFB pays 100% for employees and 93% for dependents for our Kaiser HMO. Buy-up options to Blue Shield Platinum or Gold PPO plans are available.
- Dental: 100% employer-paid for employees and their dependents.
- Vision: Paid by employees.
- Paid time off starting at: 15 vacation days, 12 sick days, 12 holidays, and four paid early closures annually.
- Pre-tax Flexible Spending and Commuter Accounts.
- Employer-paid life, AD&D & LTD insurance, as well as buy-up options for increased coverage.
- 403(b) plan available on the first day with employer match after one year. Fully vested at three years.
- Employee Assistance Program for employees and dependents.
- Free 1:1 financial coaching and an interest, service fee and credit requirement-free short-term loan program

If you meet these qualifications and want to join our mission, please send your resume and answer the application questions on our careers page located at acfb.org/careers/

Alameda County Community Food Bank honors our differences and is committed to creating a workplace that celebrates and reflects the diversity of our Community. Applicants who contribute to this diversity are strongly encouraged to apply. ACCFB provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, ACCFB complies with applicable state and local laws governing nondiscrimination in employment in every location in which the ACCFB has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

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