**POSITION SUMMARY**

**DIVISION/DEPARTMENT:** Operations

**REPORTS TO:** VP of Operations

**TYPE OF POSITION:** 🗹 Full-time 🞏 Part-time 🞏 Volunteer 🞏 Contract

**LOCATION:**  Denver (Wheat Ridge, CO)

**HOURS OF WORK:** 40+ hrs (exempt)

**PAY RATE:** $40,000-$60,000 (DOE)

**TRAVEL:** No

**INTRODUCTORY PERIOD:** 90 Days

The Information Technology Professional (ITP) is responsible for the optimal management of the Dare 2 Share (D2S) technology environment. Responsibilities include installation, configuration, diagnosis, repair, and upgrades for all D2S hardware, software and systems. These responsibilities will be achieved through both direct (hands-on) action, research, continuous learning, and vendor management. Additionally, the ITP will work with end users to provide training and support for proper operation so that tasks can be efficiently accomplished, giving precedence to work stoppage needs immediately.

To be sucessful in this role, the ITP must have excellent troubleshooting and communication skills, attention to detail, and strong technical and customer service proficiency. The ITP is responsible for responding to issues, prioritizing and resolving them as quickly as possible. The position requires that the ITP can communicate issue status to internal customers, escalate issues as appropriate, and keep all parties involved updated. The ITP must be able to work with minimal supervision on multiple, concurrent, high priority projects.

The ITP contributes to overall organizational effectiveness by consistently evaluating the technology environment and communicating feedback to the VPO. They look for opportunities to improve effectiveness for all D2S employees through training, optimazation of technological infrastructure and proactively exploring evolving technology solutions.

As part of the Operations Division, the ITP may occasionally need to contribute to various projects as needed. Due to the nature of this role, the ITP may occasionally need to work or be available outside of business hours for emergent needs or projects.

**TYPICAL DUTIES AND RESPONSIBILITIES:**

***General IT Oversight* (40%)**

* Regularly evaluate technology environment and make recommendations for maintenance needs and potential improvements.
* Oversee and coordinate all technology systems including file storage, VoIP phones, security system, cell phones, computer fleets, VIBE board fleet, and similar.
* Monitor and assist vendor(s) with all with all network access and security needs.
* Be familiar with (or become familiar with) D2S Tech Stack software: MS O365, Salesforce, Shopify, Click-up, Zoom, Teams, Turbo Bridge, Blackbaud, HubSpot, Form Assembly, and similar.
* Document, and maintain documentation of all current software licensing, and related passwords.
* Provide training for end users as needed, and preemptively as possible.
* Maintain current IT related policies and procedures, knowledges base, and inventory.

***General IT Oversight (continued)***

* Proactively research and test technology advancement opportunities.
* Work with stakeholders, vendors and Systems Data Specialist to support CRM quality.

***Standards* (20%)**

* Ensure data security by implementing and executing structured policies and procedures.
* Ensure asset protection from intentional or unintentional access, compromise and destruction; work with outside vendor(s) with problem resolution to prevent failure and breach of security.
* Implement standards and manage structure of file share environment.

***Maintenance* (40%)**

* Serve as the primary point of contact for issue resolution related to entire technology environment.
* Identify, research, and resolve (directly or through outside vendors) technical problems.
* Optimize technology environment availability and performance.
* Coordinate with outside vendors to configure user accounts in Exchange, and other systems access as appropriate.
* Provide installation, configuration, updates and testing of software and hardware for all end users.
* Printer installation, troubleshooting, and maintenance.

**REQUIRED TRAINING, EDUCATION AND SKILLS**

* Excellent knowledge of Windows, Microsoft 365, Teams, Office Suite, and related client technologies.
* General technology aptitude.
* Other highly desirable skills:
	+ Knowledge of Salesforce, Shopify, HubSpot, Click-Up, Docebo, Form Assembly, Zoom.

**COMPETENCIES REQUIRED:**

* Highly detail-oriented
* Enjoy interfacing with other staff at all levels
* Excellent skills in verbal and written communication
* Demonstrated integrity and strict standards in managing highly confidential information
* Analytical, project management, planning and problem-solving skills
* Ability to take initiative, work independently, identify issues, propose innovative resolutions

**KEY PERFORMANCE INDICATORS FOR THIS POSITION:**

* Average problem resolution elapsed time
* End user up time as percentage of total
* Project budget adherence, cost savings and timeliness

The applicant chosen for this position must fully concur with the Dare 2 Share Ministries (D2S) “Statement of Faith”, must fully support the expressed purpose of D2S, must be prepared to exercise and model the core values expressed by the ministry, and must agree to abide in all respects with the D2S code of conduct for event participation.