

**METRO SOUTH/WEST EMPLOYMENT AND TRAINING ADMINISTRATION INC
POSITION VACANCY**

JOB TITLE: INFORMATION TECHNOLOGY MANAGER
DEPARTMENT: ADMINISTRATION
REPORTS TO: EXECUTIVE DIRECTOR
CLASSIFICATION: EXEMPT
SALARY GRADE: GRADE 10
SALARY RANGE: \$82,606 TO \$91,074
SCHEDULE: FULL TIME, 37.5 hours per week

SUMMARY

The MassHire Metro South/West (MassHireMSW) workforce region is funded mainly by the federal Workforce Innovation and Opportunity Act (WIOA) to provide workforce services to the businesses and job seekers in its forty-three cities and towns. These WIOA services are delivered to eligible Adult, Dislocated Workers, and Youth. Other state funds and targeted special grants provide services to non-WIOA youth and job seekers. The region's workforce board provides administrative guidance and oversight of fiscal management and programs. Workforce programs are delivered mainly through the region's Career Centers currently in Norwood and Framingham, and through in-school and out-of-school settings.

The MassHire Metro South/West workforce region is seeking to hire a highly qualified individual to function as the Information Technology Manager, (ITM) overseeing the infrastructure of technical operations, and managing a team of IT employees to support both the administration and delivery of workforce services. The ideal candidate will have vast experience in information technology, and the capacity to keep current with emerging technology.

General Statement of Duties and Responsibilities

- Directs, manages, supervises and coordinates the activities and operations of the Information Technology Department including hardware, software, network, telephone, and computer systems administration.
- Ensures that staff requests to "IT Help" for technical assistance are responded to efficiently and effectively resulting in increased satisfaction
- Identifies, recommends, develops, implements, and supports cost-effective technology solutions for all aspects of the organization to provide value to the staff in assisting customers and businesses with their workforce needs.
- Provides highly responsible and complex administrative support to the Director and Management Team.
- Functions as the Information Security Officer (ISO) to oversee compliance with laws, regulations, policies, and procedures regarding the security of information assets.
- Responsible for the planning, development, and implementation of the Information Security Framework including the security of all publicly available computing and communication systems and the integrity and privacy of any information maintained on those systems.

- Prepares bid specifications and analyzes bid proposals for computer and network equipment and software.
- Coordinates assigned activities with other divisions, departments, and outside agencies.
- Effectively builds and maintains relationships with management, staff, partner organizations, vendors etc.

Supervision Received and Exercised

The ITM reports to and receives general supervision and direction from the Director. The ITM has direct and general supervision over the IT Specialists and any contracted IT support staff or interns. The ITM is a member of the regional integrated management team.

Detailed Statement of Duties and Responsibilities

- Install and secure Wi-Fi networks and structure for current use and future upscaling
- Process and submit all procedural paperwork associated with end-users and access to State resources including Amazon WorkSpaces and Massachusetts One Stop Employment System (MOSES)
- Act as MOSES administrator and provide staff maintenance changes to accounts including location changes, password changes/resets, and access restriction rules
- Produce Crystal Reports upon management request for Veterans, RAINBOW, and OSCAR data
- Manage MassHire MSW website including current content, new format, changes.
- Maintain a compliant infrastructure for EOLWD-DCS annual monitoring and Federal audits
- Track all network hardware asset life cycles establishing forecasted end-of-life matrixes and plan for upcoming fiscal year budgets in 3-to-5-year spans.
- Administer equipment and inventory valuation of utilizing fair market value practices and generating annual reports during required annual on-site physical and logical inventories
- Exercise vendor management and align fiscal requirements with State approved vendors
- Responsible for all required state and local policy IT related signoffs by staff
- Handle on-boarding and off-boarding of staff network accounts
- Work with technology/phone vendors and consultants to ensure strong operations at all times.
- Provide training to staff on technology and equipment usage.
- Other work as required.

Knowledge, Skills, Abilities, Requirements

- Strong Knowledge of computer operating systems, hardware and software.
- Demonstrated ability to manage complex projects.
- Excellent communication skills: oral, aural, and written.

- Demonstrated initiative and analytical thinking skills.
- Excellent customer service skills.
- Ability to be thorough and pay attention to details.
- Ability to work well with others, to develop and maintain effective working relationships.
- Must be flexible and open to change.

Qualifications

Preferred: BA/BS in computer science, information systems or related field with a minimum of ten (10) years of IT experience, preferably in a public or non-profit setting, of which a minimum of five (5) years were in management experience or in a position of increased responsibilities.

Substitution: Minimum of fifteen (15) years of IT experience, preferably in a public or non-profit setting, of which a minimum of five (5) years were in management or in a position of increased responsibilities.

Experience in workforce development is highly desirable.

Salary: \$82,606 TO \$91,074

Interested candidates should submit a resume and cover letter to

Louise Meyer, MSWETA Inc Executive Director at

resume@masshiremsw.com

No later than October 29