



**Job Title:** Information Systems and Logistics Manager

**Schedule:** Full-time, **40** hours per week Hours M-F; 9am-6pm with some nights and weekends for staff trainings or special events.

**Job Type:** Technology and Logistics

**Location:** Burbank, California

**Reports to:** Director of Operations

**Hourly:** \$30-33 based on experience

**Job Summary:**

The IT Manager manages and administers the organization's technology infrastructure, network and server.

The IT Manager is the Help Desk and provides ongoing support to the organization's users of general technology. The IT Manager will focus on helping general and upper management staff install and maintain: recent versions of Microsoft Office software suite and guide through programs such as Excel and Word, Help Desk use a variety of tools to complete tasks. Help Desk must know how to use standard office equipment such as printers, copiers, fax machines, scanners, and more, aid in the use of standard communications equipment - such as use of telephones, fax machines, emails, and more to communicate.

The IT Manager also helps with driving to sites for their technology needs using one of the Club vehicles. They also may be asked to drive to pick up donations or for other special projects using the club's vehicle. They also may be asked to work special events for the organization.

**General Responsibilities:**

- Report to *Director of Operations* in monitoring performance of Information Technology systems and logistics and related basic office issues
- Support all network-related activities and coordinate with external IT support provider to ensure efficient issue resolution and service continuity
- Knowledge of standard office equipment such as printers, copiers, fax machines, scanners, phone systems, and more
- Continue to learn about new technologies and look for ways to implement them within the organization upon request
- Provide general Help Desk IT support to staff and, when needed, diagnose and troubleshoot basic technical issues
- Provide updates to our technology infrastructure, network, and server
- Continuously monitor our infrastructure
- Aid in website building and WordPress configuration



- Responsible for building, customizing, and maintaining websites on the WordPress platform, requiring strong front-end and back-end development skills
- Develop and modify WordPress themes, plugins, and core functionalities to meet specific project requirements
- Collaborate effectively with vendors and internal teams to design website layouts, implement new features, and troubleshoot technical issues
- Provide an annual inventory of our technology infrastructure
- Provide orientation and guidance to users on how to operate new software and computer equipment
- Help with onboarding and off-boarding of employees, including installation of all new technology for the company or for new hires (e.g., computer operating systems, software programs and applications)
- Implement and maintain an asset management system through data entry, keeping it up to date for all assets and services through their life cycle
- Be able to drive to sites and other locations for our IT and logistic needs
- Assist with facility rentals and website management

#### **Security:**

- Ensure HIPAA security being adhered and work with potential HIPAA Security Officer and Regulatory Specialist alongside leading staff
- Work with vendors and staff to complete a variety of IT security maintenance tasks
- Assist with cybersecurity auditing and compliance-related activities, including threat detection and response
- Review and prevent vulnerability and exposure

#### **Desired Skills/Abilities:**

- **Software, etc.:** Microsoft Windows 7/10, Firewalls, Azure, MS Windows Server 2016, Network Routing, MS Office 365, Active Directory, VLAN, Microsoft Exchange Online, DNS, GPO, LAG/LACP, WAN/LAN Functionality, OSI Model, Cable Management, Print Server, Cisco CLI, Server Room/Network Closet Design, NPS, Layer 2 and 3 functionality, Rack Mounted Hardware, RADIUS/LDAP Authentication, Software License Management, Patch Panels & Punch Downs, RAID Configuration, Configuration Backups/Scheduling, Cat6 Cable Termination, Backup Policies, End User Management, Fiber/DAC/SFP/SFP+, DHCP, PC Hardware Break/Fix, VPN/SSL-VPN (L2TP IPsec)
- **Internal Relationships:** Maintains close, daily contact with Club professional staff and supervisor to receive/provide information, discuss issues, explain guidelines/instructions; instruct; and advise/counsel
- Maintaining efficient relationships with other department heads to determine their technology and logistics needs
- Exercises confidentiality and reports technical and behavioral concerns



### **Education and Experience:**

- College Degree preferred or High school diploma with IT certification or college courses preferred.
- Expert Knowledge in computer science or related area. Microsoft network and equivalent knowledge
- Experience with version control systems (Git or other) for managing code changes. Skilled in building, customizing, and maintaining website using the WordPress platform Possesses strong skills in both front-end and back-end development, including expertise in WordPress themes, plugins, and core functionalities
- Two to three years of responsible experience in information systems management
- Current knowledge of best practices related to technology infrastructures

### **Physical Requirements:**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The ability to remain in a stationary position roughly 50% of the time, as well as the ability to move about the office occasionally (accessing files/storage, office equipment, computers and other office productivity devices, attending meetings, etc.), is required. Using a computer while sitting or standing for extended periods is common. Must also be able to position self to maintain equipment, including under tables and desks. Occasional heavy lifting may be required with an exertion around 50 lbs. with force (e.g., picking up and carrying laptops /tablets) may be required. Good manual dexterity required to use common office equipment (e.g., computers, mobile devices, calculators, copiers, scanners). Must possess a valid driver's license with the willingness to obtain a Class B Passenger Endorsement at the Clubs expense for an additional increase in pay.

### **Disclaimer:**

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.

Signed by: \_\_\_\_\_  
**Incumbent** **Date**

Approved by: \_\_\_\_\_  
**Supervisor** **Date**

Reviewed by: \_\_\_\_\_  
**Chief Executive Officer** **Date**