

Internal/External

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**EMPLOYMENT OPPORTUNITY**  
**Akron Metropolitan Housing Authority, 100 West Cedar Street, Akron, Ohio 44307**

March 9, 2016

**Job Title:** IT Manager  
**Reports to:** Deputy Director Administration  
**Department:** Information Systems  
**FLSA Status:** Exempt  
**Rate:** \$67,405 (Pay Grade 700)

**General Purpose:**

The primary purpose of this position is lead and manage the Information Technology (IT) department in its work to provide, operate, and maintain equipment, services, and computing and telecommunications facilities to meet the daily operational needs and to help achieve the strategic goals and mission of the Akron Metropolitan Housing Authority (AMHA or Agency). The IT Manager is responsible for all aspects of information technology management and control, including supervision of information technology employees; budget preparation and management; recommendations for technical acquisitions; and development of guidelines, standards and procedures. This position is charged with strategic planning, tactical action, and operational decision-making to efficiently fulfill the mission of the IT Department. Incumbent has access to confidential information. All activities must support AMHA's mission, strategic goals and objectives.

**Essential Duties and Responsibilities:**

*The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.*

- Provides leadership, direction and vision to the IT Department; develops IT Strategic Plan and all related policies and procedures and updates documents on an annual basis, ensuring coherence with the overall Agency Strategic Plan.
- Makes recommendations and outlines the necessary steps to ensure all systems and staff capacity is current. Advise senior management on the use of new technology as it becomes available including the use of social media outlets, etc...
- Supervises and coaches the activities of IT Department staff members; develops and/or maintains policies and procedures to ensure that Agency and departmental objectives are met through the coordinated efforts of subordinate personnel; ensures that work is prioritized and appropriately assigned; sets clear expectations and goals, provides timely feedback, and completes one-on-one coaching sessions on a timely basis; provides appropriate training to staff members and ensures that staff has appropriate tools and resources to achieve their objectives.
- Ensures that IT Department positions are staffed by individuals who possess the skills, abilities, experience levels, and competencies required by each position; verifies that staff work activities and management actions are in compliance with applicable union contracts; ensures that subordinate employees are trained in and follow appropriate safe work practices at all times.
- Develops, administers and monitors detailed IT Department budget.
- Develops, plans, and executes IT training services for AMHA personnel.
- Anticipates customer needs and gives high priority to customer satisfaction and service.
- Develops working relationships with stakeholders to identify requirements and establishes processes to resolve issues/problems. Maintains the internal integrity of the entire IT system. Identifies problems and takes corrective action. Recommends approaches for continuously improving the system.
- Manages and ensures effective communication channels between IT staff and other departments within the Agency; works with the Agency's executive team, managers and staff to assess and respond to AMHA needs.
- Administers application and operating systems to set standards for system security, defines IT departmental procedures/standards, ensures proper IT security measures are implemented, and initiates efforts to comply with these standards.
- Plans and directs the daily operations and administration of the Agency's various computer systems, including the Local Area Network (LAN), the Wide Area Network (WAN) and the Virtual Private Network (VPN) systems; manages and deploys department resources in an efficient manner and ensures that system and user problems are resolved promptly; manages the schedule of monthly processing requirements and ensures that Agency data processing activities are accomplished accurately and on a timely basis.
- Manages Backup process of Agency data in order to ensure that all needed data is secured and retained according to AMHA record retention policy.
- Performs project management duties for enterprise business applications. Develops project objectives, action plans, and schedules. Obtains and allocates resources. Implements project plans and monitors progress. Evaluates results and takes action as needed.
- Maintains AMHA's Disaster Recovery Site. Performs periodic testing of systems to ensure business continuity. In conjunction with other department leaders, coordinates the periodic review and update of Authority Disaster Recovery Procedures.
- Manages vendor relationships; negotiates service and pricing issues with hardware and software vendors in order to facilitate maintenance and system upgrades; ensures that such negotiations result in high values and reasonable prices for AMHA; performs detailed cost-benefit analysis to justify expenditures and ensure reductions in total cost of ownership; provides expert and timely technical interface to vendors requiring or requesting computer-related data from the computer system.
- Administers U.S. Department of Housing and Urban Development's (HUD) online reporting; ensures that deadlines and internet-related reporting requirements are met according to HUD guidelines; complies with changes to HUD internet reporting regulations.
- Oversees Agency technology infrastructure including cell/telephone/voicemail, email, copiers, scanners, fax machine systems, etc., ensuring the systems are available and functional at all times; manages maintenance of relevant office email, software, and telephone systems.
- Ensures proper support and maintenance of the Agency's website and intranet.

Miscellaneous

- Devotes appropriate attention to AMHA Action Plan objectives as assigned, ensuring that such goals are met or exceeded.
- Maintains a record of acceptable attendance and punctuality. Must be available and willing to work flexible hours when necessary to respond to emergencies involving the IT system after hours.
- Other duties as assigned.

Qualifications

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Extensive knowledge of computer hardware, software, networks, servers, internet technology and cloud-based systems and all related information systems; ability to interpret and apply complex technical information; knowledge of procurement policies; understanding of AMHA's strategic goals and structure; advanced mathematical ability; excellent project management skills; advanced reasoning skills and problem solving abilities; attention to detail; ability to maintain confidentiality.

Bachelor's degree in information technology, computer science or related field (Master's degree preferred) and a minimum of seven (7) years' experience in senior-level information systems management position. A minimum of three (3) years of supervisory experience is required. Must be a Microsoft Certified Professional or possess other equivalent certifications. An equivalent combination of education and experience may be considered.

To perform this job successfully, an individual should possess a thorough knowledge of computer hardware and software. Must have knowledge of system design and implementation for a complex business IS environment. Must possess ability to effectively maintain computer systems and related equipment. Must have experience and expertise in network security.

***"This is a Section 3 Covered Position and we encourage HUD recipients to apply"***

To Apply

Internal applicants respond by completing an internal form (AMHA-364) to the Human Resources Department by 4:30 p.m., March 15, 2016. External applicants submit resume or job application to AMHA, Human Resources Department, 100 W. Cedar St., Akron, OH 44307; e-mail in WordPerfect, Microsoft Word, or Microsoft Works format to [personnel@akronhousing.org](mailto:personnel@akronhousing.org); or apply in person Monday through Friday from 9:00 a.m. to 3:00 p.m. AMHA job line (330) 252-9262