



JOB ANNOUNCEMENT

(Please Post)

Manager of Information Technology – Executive Office

Position: Manager of Information Technology located in Sacramento, California

To Apply: Send résumé, cover letter, and 3 professional references to:

Amy Williams, Deputy Director
517 12th Street
Sacramento, CA 95814
awilliams@lsnc.net

Application

Deadline: Open until filled

Start Date: To be determined

Program Description:

Founded in 1956, Legal Services of Northern California (LSNC) provides high quality civil legal assistance to people who are low income, elderly and disabled in 23 northern California counties. LSNC has offices in Sacramento, Woodland, Vallejo, Ukiah, Redding, Auburn, Chico and Eureka.

RESPONSIBILITIES:

Under the direction of the Deputy Director, the Manager of Information and Technology is the principal member of a three-person technology team with oversight responsibility for formulating technology solutions for the organization.

DUTIES:

1. Evaluate, manage and maintain all information and network systems of the organization to ensure that they are reliable, secure and available.
2. Oversee the maintenance of technical documentation for an accurate inventory of all hardware and software items in all LSNC offices, including documentation related to their installation, registrations, passwords, codes or other elements essential to their configuration and operation.
3. Purchase or consult on purchase of computer systems, software applications, VoIP providers, and peripherals. Review quotes for all major purchases for hardware and networks. Maintain relationships with technology vendors.

Executive Office:
517 12th Street
Sacramento, CA 95814
P: 916.551.2150
F: 916.551.2195
www.lsnc.net

4. With the assistance of the Deputy Director, annually develop an organization-wide technology budget and plan, which includes identifying and costing out the hardware, software and technology training needs of the organization in the short and long term. Plan and consult on organization's technical growth.
5. Install new computer systems, maintain installed systems, and troubleshoot end user problems.
6. Provide secondary support to employees at the office or remote work site. Ensure that requests for technical support are resolved promptly and courteously.
7. Consult with all offices and identify their needs pertaining to the areas of networking, software, hardware and peripheral devices. Train staff in the areas of software utilization, Internet utilization and hardware installation and/or coordinate outside training. Also, be available for telephone support and online trouble ticket support for hardware and software needs. Travel to LSNC offices as needed.
8. Other duties as assigned.

KNOWLEDGE:

Operating systems: Windows 10 and Vista, MS Word, MS Access, and MS Excel. Web-based technologies: Google Applications, Salesforce CRM, VoIP, DocuSign, and VPN. Familiarity with programming languages: PHP, CSS, HTML, JavaScript, APEX, jQuery, and C++. Troubleshooting, installing, and configuring external peripheral devices including but not limited to printers, modems, fax modems, and scanners. Troubleshooting, installing, and configuring computer workstations. Troubleshooting and configuring electronic communications including email, fax, data transfer devices and telephones.

SKILLS:

Strong data management and network security skills, including firewalls, anti-virus software, and back-ups. Strong organizational and planning skills. Effective oral and written communication skills. Ability to work under pressure. Ability to convey highly technical procedures and information in simple and concrete terms. Ability to prioritize and work independently. Open to exploring emerging technologies and ability to follow technical trends.

EXPERIENCE/EDUCATION:

Degree in Computer Science or equivalent. Three or more years of experience in network systems management, user training and support.

SALARY RANGE: \$6,440-10,356 per month, DOE

BENEFITS: Legal Services of Northern California offers an excellent fringe benefit plan.

LSNC PROVIDES A BILINGUAL BONUS FOR EMPLOYEES WHO ARE PROFICIENT IN SPEAKING A SECOND LANGUAGE, OTHER THAN ENGLISH, COMMONLY SPOKEN BY CLIENTS WHEN THE SECOND LANGUAGE IS USED ON THE JOB FOR WHICH THE PERSON IS EMPLOYED.

LSNC IS AN EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER AND ENCOURAGES WOMEN, PEOPLE OF COLOR, PEOPLE WITH DISABILITIES, OLDER PEOPLE AND LESBIAN, GAY, BISEXUAL, AND TRANSGENDER PEOPLE TO APPLY.