



## **Westport Weston Family YMCA**

### **Job Description**

<b>Position: IT Manager</b>	<b>Department: IT</b>
<b>FLSA: Exempt</b>	<b>Reports to: CFO</b>

#### **Position Summary (2-3 sentences):**

Provides IT support throughout the Westport YMCA, including the campgrounds. This includes desktop support, maintaining the WIFI services, phone, and printer support, credentialing new employees and overall IT infrastructure support.

#### **Duties and Responsibilities:**

##### **Desktop Support**

- Provide daily desktop support for all users including maintenance and repair; Ability to troubleshoot issues as they arise
- Onboard new employees/Offboard terminated employees;
- Maintain and track current inventory including desktops, laptops and other computer equipment; Make recommendations to CFO for updated equipment
- Maintain and support all phone services
- Maintain and update all MS 365 licenses
- Monitor all Spam filters; update as needed
- Document technical support procedures and maintaining customer records

##### **Infrastructure Support:**

- Partner with IT Vendor to support and maintain all servers
- Monitor and maintain WIFI services; conduct routine audits on all locations to ensure WIFI is operating normally
- Responsible for training staff on cyber security
- Point of contact for all system integrations/migrations which includes any software implementations.
- Responsible for IT security; updating anti-virus software
- Responsible for planning and executing streaming services through the facility

##### **Additional IT support**

- Point of contact with vendors for all IT services; maintaining and updating existing contracts
- Project lead for all IT initiatives/Projects; includes phone upgrades, Wifi expansion and other initiatives
- Partner with Vendor to maintain and update camera system

## **Qualifications (Include education, years' experience and technical requirements if needed)**

- Minimum one (5) years of experience working in an IT/Desktop support role; Includes onboarding/offboarding employees, maintaining a MS 365 environment and providing phone support services
- Significant experience with system/software integrations; Proven track record leading a software implementation project
- Experience providing infrastructure support which includes maintaining WIFI services, maintaining servers and managing Cyber security
- Bachelor's degree Preferred

## **YMCA Competencies (Leader)**

**Functional Expertise** Executes superior technical skills for the role.

**Critical Thinking and Decision Making:** Makes informed decisions based on logic, data, and sound judgment.

**Program & Project Management:** Ensures program or project goals are met and intended impact occurs.

**Communications and Influence:** Listens and expresses self effectively and in a way that engages, inspires, and builds commitment to the Y's cause.

**Collaboration:** Creates sustainable relationships within the Y and with other organizations in service to the community.

## **Work Environment and Physical Demands:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Office/Recreational environment. Intermittent sitting, standing, walking are required.
- Sufficient strength, agility and mobility to perform the essential functions of the program.
- Onsite regular attendance is required and hours may include evenings and weekend work.
- Reliable transportation to and from work is required.

## **I acknowledge and understand:**

Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will. The job description provides a summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I

know of no limitations which would prevent me from performing these functions with or without an accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions. Job duties, tasks work hours and work requirements may be changed at any time based on business need.

Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations.

Signature:

I have reviewed and understand the job description.

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Employee Name (please print)

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Signature

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Date