Position Title: Manager of Information Technology  
Department: Information Technology  
Reports to: Chief Operating Officer  
Employment Status: Full-Time  
FLSA Status: Exempt  
Date Created: October 2019

Summary

The primary purpose of this position is to plan, manage, and coordinate the activities of the Information Technology (IT) department. The incumbent is responsible for providing technical leadership and user support through the design, development, implementation, and maintenance of IT systems.

All activities must support the Housing Authority of Columbia, S.C.'s (“CHASC” or “Authority”) mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Manages the activities of IT department staff, including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training staff, acting on employee problems, and recommending and implementing discipline.

- Manages full life-cycle of IT projects, including but not limited to: creating project scopes, work plans, work teams, task assignments, project communications, implementation, production turnover, and post-implementation support. Follows a defined, agreed upon project management methodology.

- Works in close collaboration with other departments to support IT strategic goals; defines milestones and deliverables; determines IT needs and develop plans for improved delivery; ensures that assigned IT initiatives are completed within projected timeframes and budget.

- Consults with both executive management and department leaders to analyze technology system needs for information management and functional operations.

- Manages the acquisition of IT resources; coordinates the efforts of team members and third-party contractors or consultants in order to complete tasks.

- Develops, implements, and monitors IT systems policies, procedures, and controls to ensure data accuracy, security, and legal and regulatory compliance. Works cross-functionally to solve problems and implement changes.

- Develops and maintains technical and project documentation; produces clear status reports for CHASC management.

- Oversees the development, modification, purchase, or implementation of computer applications to meet user needs.

- Ensures that necessary data backup and recovery are in place and coordinates periodic testing of data backup and disaster recovery systems.

- Assists with contract administration for IT services and products, including but not limited to: purchases of hardware, software, and information systems consulting.
• Maintains necessary records regarding all IT hardware and software; ensures appropriate disposition of hardware and software.

• Performs related duties as required.

Behavioral Competencies
This position requires the incumbent to exhibit the following behavioral skills:

**Leadership**: Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

**Job Knowledge**: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

**Commitment**: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

**Customer Service**: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

**Effective Communication**: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

**Initiative**: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

**Responsiveness and Accountability**: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one’s own work; does fair share of work.

**Teamwork**: Balances team and individual responsibilities; exhibits objectivity and openness to others’ views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

**Job Competencies**

• Knowledge of networking including routers, remote communications, and servers.

• Knowledge of effective problem-solving procedures for computer hardware, operating systems, and software applications.

• Knowledge of effective supervisory principles and practices.

• Skill in assessing the needs of managers and employees for information technology needs.

• Ability to understand processes and program needs for all business areas within CHASC.

• Ability to plan, organize, and direct the operations of the unit.
Position Description

- Ability to oversee the development, design, and implementation of new information systems and services.
- Ability to analyze highly technical processes, procedures, and problems and take appropriate action or make appropriate recommendations.
- Ability to communicate effectively, both orally and in writing.
- Ability to prepare and maintain complex records and reports.
- Ability to work effectively under stress, close deadlines, and competing demands.
- Ability to perform short and long-range planning.
- Ability to stay abreast and maintain current knowledge of advances in the IT field.
- Ability to establish and maintain effective working relationships with internal customers, external customers, suppliers, vendors, and the general public.
- Ability to establish, monitor, and achieve objectives through skillful delegation of duties.
- Ability to orient other employees and to explain organizational policies, rules, regulations, and procedures.

Education and/or Experience

Bachelor’s Degree in information technology, management information services, computer science, or related field and a minimum of five (5) years of experience in computer systems and network administration, leading technology projects and coordinating other MIS activities, including a minimum of two (2) years in a supervisory capacity. An equivalent combination of education and experience may be considered.

Some positions may require possession of a valid driver’s license and the ability to be insurable under the Authority’s automobile insurance plan at the standard rate.

Technical Skills

To perform this job successfully, the employee should have strong computer skills and knowledge in the areas of: cloud applications; application programming, database and system design; Internet, Intranet, Extranet and client/server architectures; and legacy and web-based systems. Knowledge of SQL* Plus, Oracle RDBMS, Windows Server, help desk operations, telecommunication networks, and/or Microsoft Office Suite preferred. Must have the ability to learn other computer software programs as required by assigned tasks.

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.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate.

Read and Acknowledged

____________________________________  ___________________________________________
Employee Signature                                      Date

____________________________________
Employee Name [printed]