



# IT MANAGER

**Reports To:** Director of IT

**FLSA:** Exempt

**Location:** Any location

## DESCRIPTION

To manage the operational activities and help build a web development team for INROADS' IT department.

Responsibility includes web application development/maintenance, operational activities, and reporting, etc.

The IT Manager will have primary responsibility to lead the INROADS IT, Web Development, IT security and operations teams, focusing on creating a competitive advantage through digital capabilities. Expectation is to build and lead a highly motivated team developing INROADS' website and mobile applications, through its digital transformation initiative, to provide our customers the best online experience using cutting-edge technologies and platforms.

- Deliver innovative solutions to achieve business objectives; see big picture, think strategically.
- Encourage innovation and continuous improvement.
- Drive consistency and commonality where needed.
- Understand the value of MVP concepts and iterative development.

## KEY RESPONSIBILITIES

- Set technical direction for website development, Single pane of glass reporting, Data integrity while promoting reliability and UX as the foundation for product innovation.
- Collaborate with multiple teams, product owners, and executive leaders in defining and prioritizing work for the IT team.
- Understanding of web applications, platforms, and trends.
- Understanding of basic data warehousing principles.
- Leverage experience to influence INROADS' leaders and stakeholders on the newest capabilities to support their objectives by demonstrating and providing technical insight, vision, and guidance.
- Provide technical direction for the development, design, and systems integration for digital projects from the definition phase through implementation.
- Attain solid understanding of the INROADS OGSM strategy, planning, and roadmaps.
- Ability to work hands-on with a people-first mentality by guiding and mentoring a team of web Developers, IT security admins, and providing support and direction to junior members of the team.
- Commitment to developing team members' personal growth and learning.
- Ensuring application performance meets the needs of the business and adapt when necessary to improve our web, Mobile applications, and our operations support.
- Experience leading agile teams.

## **KEY RESPONSIBILITIES CONT'D**

- Can-do attitude that leads and motivates others to succeed in order to achieve corporate goals.
- Strong presentation skills, both in-person and remote.
- Effective organization and prioritization skills.
- Ability to multi-task and work efficiently in an extremely fast-paced environment and manage time effectively.
- Passion for excellence through strong execution.
- Collaborate and build trusting relationships.
- Communicate effectively and respectfully.
- Promote innovation and continuous improvement.
- Think ahead and make fact-based decisions.

## **DESIRED COMPETENCIES**

- Experience using WordPress.
- Experience using BI.
- Experience in cloud computing architecture.
- Experience in using PHP and SaaS platforms MS365, etc.
- Experience in the technical design and development of major client/server projects.

### Data Processing Projects

- Experience in client/server technology.
- Knowledge of software development principles.
- Strong basic management, human relations, and communication skills.
- Scrum and agile methodology.

**To apply, send your resume and optional cover letter to [jgolden@INROADS.org](mailto:jgolden@INROADS.org).**