

## **JOB DESCRIPTION**

**POSITION:** IT Manager

**REPORTS TO:** Chief Operating Officer

**CATEGORY:** Regular, Full-time Exempt

**LAST REVIEWED:** May 2018

CAEP is the nation's sole accrediting body for teacher preparation. CAEP promotes excellence in educator preparation through outcome focused, and evidence-based, data-driven accreditation focused on improving student learning. We provide a framework for continuous improvement to ensure educator preparation providers (EPPs) prepare educators to teach diverse learners throughout the P-12 system. CAEP organizational values focus on: leadership, teamwork, initiative and creativity, strategic planning, shared responsibility and accountability, and service orientation to accreditation.

CAEP is seeking a highly motivated, detail-oriented, and customer-service focused individual to join the CAEP team. The position will report to the Chief Operating Officer (COO) and will work closely with departments to identify, recommend, develop, provide training on, implement, and support cost-effective technology solutions for the organization.

### **Essential responsibilities and duties include, but are not limited to:**

- Supports the COO in developing and implementing standards, policies, and procedures for the specification, design, implementation, operation, support, and documentation of CAEP information systems.
- Serve as the primary liaison with CAEP's managed services provider and assure all user needs are adequately addressed.
- Direct, administer, and coordinate the activities of IT vendors in support of organization goals, programs, projects, and objectives and work with vendors to ensure contract obligations are completed and to ensure all goods and services are rendered in a timely manner.
- Acts as a focal point for the management of IT projects as well as problem resolution. Work directly with staff individually and in groups to support their use of CAEP information systems and ensure that problems are resolved appropriately and in a timely manner.
- Support the implementation of initiatives as identified by the COO.
- Make recommendations to the COO regarding the selection, evaluation, or implementation of information systems and technologies for use within the organization.
- Document and share system architecture, documentation, and standard operating procedures.
- Consults with CAEP staff and leadership to gain an understanding of business needs and provide recommendations for application-derived improvements where possible. Translate CAEP requirements into system specifications and technical requirements.
- Provide new staff orientation on technology use at CAEP.
- Support clear and open communication between IT and CAEP staff.
- Ensure CAEP information systems and technologies are properly maintained.

### **Requirements**

- Bachelor's degree or equivalent from four-year college or technical school; 3 to 5 years recent related experience; or equivalent combination of education and experience.

- Experience working in an association or non-profit with a relational database or association management system preferred.
- Accounting exposure is a plus.
- A history of superior verbal and written communication skills and an ability to easily communicate with diverse personalities, technical competency levels, and cultures.
- The aptitude to quickly assess and master new technologies.
- Demonstrated ability to communicate technical specifications to development teams while conveying project details to non-technical individuals.
- A high level of attention to detail and strong project management skills.
- Must be a good problem solver and facilitator with excellent analytical skills.
- Ability to effectively prioritize and execute tasks.
- Ability to easily adapt to changing priorities.

### **Technical Skills**

- Expertise in Outlook, Word, Excel, and PowerPoint and have created or used charts, spreadsheets, and databases and be able to train others on their use.
- Experience with SharePoint is required.
- Expertise with GoToMeeting or other webinar tools and able to train others on their use.
- Experience with systems implementation; systems integration; Office 365 suite; Canvas; Windows 10; desktop and server-side security technologies (including anti-virus and anti-malware), and training users on use of new technology systems.
- General knowledge of association management systems and databases.
- Possess technical knowledge of strategies to support and troubleshoot common desktop and laptop issues.
- Understand high-level installation, configuration, and troubleshooting processes for software, hardware, network, and peripherals.

### **Physical Requirements**

- Must be able to spend a large part of the day standing up and moving around and moving laptop or desktop computers.

### **Work Environment**

The position may be required to work evenings or weekends.

The work environment is fast-paced.

**This position is based in Washington, DC.**

**Occasional travel may be required.**

**Please send current CV/resume and letter of interest to [hrjobs@raffa.com](mailto:hrjobs@raffa.com)**