UNION SETTLEMENT

EMPLOYMENT ANNOUNCEMENT

Union Settlement is an on-the-ground resource for East Harlem residents of all ages, and a passionate advocate for the needs of underserved communities. Since opening our doors in 1895, we have brought education, wellness and community-building programs to our neighborhood, empowering New Yorkers with opportunities to better their lives. More than 350 staff work in our organization, and our services impact 10,000 people every year. By helping our neighbors realize their goals, we build the vitality and success of East Harlem. For more information about Union Settlement, please visit our website at www.unionsettlement.org.

Position:	Director, Technology & Operations
Department:	Operations
Reports to:	Associate Executive Director, Operations/COO
Hours:	Full-time
FLSA:	Exempt

The **Director, Technology & Operations** will manage the IT Team, within the Technology Department, as well as manage additional operational staff, projects and initiatives within the operations department. The Director, Technology & Operations will develop, implement, manage and evaluate information technology and operational initiatives for the agency.

Technology Responsibilities

- Oversee all computer and telecommunications technology operations (e.g. hardware, software, phones, internet, computer, network security, internet connections, telephone systems, etc.) and evaluate them according to established goals
- Oversee and manage Information Technology personnel.
- Coordinate IT-related activities for Union Settlement departments to ensure that all aspects of organization are successful and that all impacted departments are aware of progress/updates.
- Design and develop new IT systems for the organization, including all policies and procedures, and ensure that all systems meet the demand and need of our growing organization.
- Identify the need for upgrades, configurations or new systems and report to upper management.
- Implement IT programs for maximum results and staff and participant satisfaction.
- Meet department and strategic plan deadlines (These deadlines may require occasional extended daily work hours as necessary).
- Work with various internal and external customers and IT vendors to provide relevant deliverables.
- Oversee IT customer support processes and organize them to enhance participant satisfaction.

- Manage IT department expenditures to ensure they stay within budgeted amounts.
- Oversee employee portal.

Operations Responsibilities
- Manage the front desk staff within the main building to include ensuring appropriate coverage, and excellent customer service.
- Liaise with Associate Executive Director, Operations/COO to make decisions for operational activities and set strategic goals.
- Manage procurement processes and coordinate material and resources allocation.
- Manage relationships and agreements with external partners/vendors when needed.
- Assist with outreach division of operations department; help execute operationally executed events for the organization.

Qualifications

- Bachelor's degree required with at least five years of demonstrated successful information technology, operational and customer service experience.
- Minimum of 3-4 years of information technology and operations management experience with specific experience managing direct reports.
- Sound understanding of computer systems (hardware/software), networks, etc.
- Financial analytics skills a must; ability to apply principles of logical thinking to a wide range of intellectual and practical problems, and local area network administration.
- Technical: Working technical knowledge of network, PC, and platform operating systems, including Windows 2007/10/server 2016 │Extensive application support experience with Microsoft Office suite, Google suite, Mozilla, Internet Explorer│ current systems software, protocols, and standards, including firewalls, Active Directory, TCP/IP │software and hardware troubleshooting experience │proficiency in Microsoft Office, Word and Excel.
- Demonstrated excellent written and oral communication, organizational skills, attention to detail, multi-tasking, and problem solving abilities.
- Experience with data management, and process documentation and maintenance.
- Adept at reading, writing, and interpreting technical documentation and procedure manuals.
- Ability to set direction, develop and lead learning while advancing strategies that improve user adoption and manage end user expectations; strong leadership and project management.
- Ability to handle matters of confidentiality with utmost tact and diplomacy.
- Ability to map re-engineering processes to positively impact productivity in terms of timeliness and accuracy.
- Willingness to travel as necessary to any Union Settlement sites in East Harlem as needed to respond to requests.
- Knowledge of applicable data privacy practices and laws.
- Bilingual preferred. (Spanish/English)

Work Conditions:
- 35-hour on-site work week with on-call availability (including weekends)

- Travel to multiple sites within East Harlem required.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.
- Occasional inspection of cables in floors and ceilings.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.

To Apply:

Please send cover letter, resume, writing sample, **salary requirements**, and contact information for at least three professional references to: opscareers@unionsettlement.org with "Director, Technology and Operations" in the subject line.