

Job Title: IT Manager for ACA WSO (World Service Organization).

Department: IT

Reports To: General Manager and interacts with the Board as IT liaison

Job Type: part-time, ~25 hours

Benefits: Paid time off, sick leave, paid holidays, flexible schedule, IRA

Compensation type: Salary commensurate with experience

Job Summary

Directs and coordinates the strategic development of IT needs of the organization.

Oversees and supervises day-to-day tasks of IT personnel and volunteers within the IT department.

General Accountabilities

- Consults with management to analyze computer system needs for management information and functional operations, to determine scope and priorities of projects, and to discuss system capacity and equipment acquisitions.
- Recommends and develops plans for systems development and operations, hardware and software purchases, budget, and staffing.
- Manages the development, implementation, installation, and operation of information and functional systems for the organization.
- Develops, implements, and monitors management information systems policies and controls to ensure data accuracy, security, and legal and regulatory compliance.
- Negotiates and recommends contracts with consultants, technical personnel, and vendors for services and products.
- Provides support to end users in the selection, procurement, usage, and maintenance of software programs and hardware.
- Manages computer operation scheduling, backup, storage, and retrieval functions.

- Reviews reports of computer and peripheral equipment production, malfunction, and maintenance to determine costs and impact, and address problems.
- Develops, maintains, and tests disaster recovery plans.
- Performs other related duties as assigned by management.

Job Qualifications

- Education: Bachelor's degree in related field.
- Experience: Minimum 5 year's related experience and/or training.
- Technical:
 - Must be proficient in working with Wordpress, Divi Page Builder, Online Google applications, and DNS.
 - Advantageous to have a working knowledge of Givewp, Google Workspace Mailchimp, Shopify, and Zoho Forms.
 - Ability to troubleshoot network issues and operating systems problems.

Skills

- Working with the General Manager to ensure effective strategy, budget, planning, operation, and maintenance of all computer-based information systems and the information assets of the office
- Ability to manage others, delegate responsibility and provide support.
- Ability to meet deadlines.
- Ability to gain the respect and confidence of other team members.
- Have a high level of energy, positive attitude, and possess a selfless attitude for the benefit of the organization.
- Must contribute to the organization and the profession in a meaningful, substantive way.
- Must demonstrate a clear talent for understanding, motivating and inspiring our volunteers, consultants, and staff.
- Must be able to professionally represent the organization in all communications.
- Flexibility in working with uncertainty.

Additional Programs ACA WSO uses –the paid IT special worker should be knowledgeable in almost all of these (few exceptions such as specialty programs like Adobe In-Design and QuickBooks where there are other special workers)

1. Accounting
 - a. QuickBooks – general ledger
 - b. Right Networks – accounting hosting
 - c. Webgility – accounting integrations
2. Archival Software
 - a. Preservica
3. Business Messaging
 - a. Slack
4. Calendar Systems
 - a. The Events Calendar
 - b. Teamup
5. Custom Programs
 - a. Meeting Database
 - b. Daily Meditation Delivery System
6. Design Software
 - a. Adobe In-Design
7. Donations
 - a. GiveWP
8. Email
 - a. Google Workspace
9. Flow Charts
 - a. Diagrams.net
10. Integrations
 - a. Zapier
11. Mailings
 - a. Mailchimp
12. Office Software
 - a. Microsoft Office
13. Online Storage
 - a. Google Drive
 - b. Drop Box
 - c. One Drive
14. Password Management
 - a. Dashlane

15. PDF
 - a. Adobe Acrobat
16. Phone System
 - a. Intermedia Unite
17. Polling/Elections
 - a. Election Buddy
 - b. QuestionPro
 - c. Survey Monkey
18. Project Management
 - a. Smartsheet
 - b. Zoho Project
19. Sales Platform
 - a. Shopify
 - b. Amazon FBA
20. Transcription Software
 - a. Otter.ai
21. Video Conferencing
 - a. Zoom
22. Video Streaming
 - a. IBM Watson
23. Websites
 - a. Domain Registration – Go Daddy
 - b. Web Hosting – A2 Hosting
 - c. Content Management System (CMS) – Wordpress
 - d. Page Builder – Divi/Elegant Themes
 - e. Content Delivery Network (CDN) – Cloudflare
 - f. Web Application Firewall (WAF) – Cloudflare
 - g. Endpoint Firewall – Wordfence
 - h. Security Scanners – WPScan & Patchstack
 - i. Website Backup - Updraftplus
24. Webforms
 - a. Gravity Forms
 - b. Zoho Forms

List of typical duties for IT manager

Weekly

1. Webservice Security
 - a. Deployment of plugin updates on test server that require manual review
 - b. Respond to firewall and security scanner alerts
 - c. Ensure web backups are posting properly
2. IT Requests
 - a. Website posting
 - b. Email updates
 - c. Any number of requests from the various programs from the list
3. Business IT
 - a. Research potential programs
 - b. Coordinate with subject matter experts
 - c. Support business workflows by providing technical assistance
 - d. Participate in trainings
4. Meetings
 - a. IT Committee
 - b. Website Redesign Subcommittee
 - c. Meeting List Maintenance Subcommittee
 - d. Business IT Subcommittee
 - e. Business Operations Collaboration Committee
 - f. Meetings of other committees and projects as needed (frequency varies from multiple times a month to multiple times a week)
 - g. Meet with Next Level (website design contractor)
5. Supervision
 - a. Meet with IT committee volunteers to assist with their projects/issues
 - b. Meet with fellowship members to discuss their IT concerns

Annual Projects

1. Annual Business Conference
2. ACA World Convention

Long Term Projects

1. Adultchildren.org website redesign
2. Acawso.org website redesign
3. Improve website flow
 - a. 7th Tradition
 - b. Volunteers
4. Procedures and Policies (e.g. Online storage standardization)
5. Meeting List Integrity Project

Please email resumes to applications@adultchildren.org