



JOB DESCRIPTION

TITLE: Information Technology (IT) Systems Manager
REPORTS TO: CFO of the *Province of the Holy Name*
LOCATION: Oakland, CA – Provincial Offices (with some regional travel)

Introduction: Founded in 1850, the Western Dominican Province (Province of the Most Holy Name of Jesus) is comprised of the Western U.S. States and is a province of the world-wide Order of Preachers (Dominicans). The Province supports ~140 Dominican friars in their mission to preach the Gospel for the salvation of souls, while recruiting and training new friars for lives in the Order.

Description: The Dominicans are seeking an experienced individual to manage their IT infrastructure at the *Provincial Office*, the *Priory of St. Albert the Great*, and the *Dominican School of Philosophy and Theology* (DSPT) - all located close to each other in the Oakland/Berkeley area). Collectively, the entities are referred to as “the Organization”.

This role will be responsible for providing technology support to the organization and its various teams, ensuring that the Microsoft 365 environment, network systems, and office, meeting, and classroom hardware and software are well maintained and ready to use. As updates to buildings are envisioned, this role will have a rewarding opportunity to help design new technology infrastructure.

Primary Duties & Responsibilities:

1. **Act as the primary point of contact for any IT vendors**, working to manage a thoughtful, unified IT strategy across locations, monitoring the effectiveness and costs of these vendors; proposing changes to the contracts and vendors as needed.
2. **Offer basic end user support, including prompt troubleshooting**, and train staff on the proper use of office software and hardware, offering or contracting as needed to provide the appropriate level of ongoing support to users, and monitor existing contracts.
3. **Careful organization and active management of the Microsoft365 environment**, including:
 - a. Managing the user accounts, groups, permissions, apps, and policies of the environment, including document retention and security policies.
 - b. Monitoring Microsoft bulletins, and collaborating with any vendors, to ensure the highest levels of security and stability for the MS365 environment.
 - c. Communicate in a timely manner any changes or new features.
4. **Work with leadership, staff, and contractors (when applicable) to prepare for key events** by ensuring that the IT equipment in the event space is properly set up, and that IT systems are operational and ready for use. Be present on the day of key events to ensure smooth operations, which may include infrequent work in the evenings or over weekends.

5. **Procure, monitor, and maintain office hardware**, including network devices and infrastructure, while maintaining a comprehensive plan for replacing devices at end-of-life. This includes:
 - a. Procuring personal hardware (laptops, etc.) which are issued to staff and friars,
 - b. Making suitable IT related policies concerning the use of these devices
6. **Management of the Organization's data and its secure databases**, including developing methods of organization, access, and back-up which are tailored to the organizations needs and which are following the best practices of non-profits of similar size and mission.
7. Other duties as assigned.

Supervisory Responsibilities:

1. No direct reports. However, the role will be responsible for monitoring IT vendor work.

Other Responsibilities:

1. Anticipate future IT needs and propose new systems and tools that could be of use.
2. Identify and implement best practices security measures, stay up to date on the latest security threats and IT industry news, and assist with Cyber liability insurance requirements.
3. Travel between the three primary IT sites of the *Provincial Office (Oakland)*, *Priory of St. Albert the Great (Oakland)*, and the *DSPT (Berkeley)* for support, troubleshooting, and IT maintenance needs.
4. Properly communicate, collaborate, and consult with the leaders of the *Priory of St. Albert the Great* and the *Dominican School of Philosophy and Theology*, ensuring the IT needs of those entities are understood and incorporated into an overall IT systems management plan.

Essential Qualifications:

1. Bachelor's degree in computer science, or related field, or equivalent work experience
2. Proven experience managing integrated IT systems across multiple locations.
3. Superb working knowledge of Microsoft 365 services, tools, features, and best practices
4. Experience as a system administrator, particularly one running Microsoft environments.
5. High degree of experience supporting staff with a range of technology acumen
6. Excellent knowledge of IT network hardware and network architecture
7. Exceptional interpersonal communication skills.
8. Exceptional organizational skills and attention to detail.
9. Ability to work collaboratively and effectively in groups and be a focused independent worker.
10. A desire and willingness to constantly re-evaluate and improve systems and processes.
11. Active member of a Roman Catholic parish/faith community.
12. Ability and desire to use talents in service to others.

Other Desired Qualifications:

1. Familiarity with the Order of Preachers, specifically the Western Dominican Province.
2. Familiarity with non-profit operations and culture

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- Position offers benefits and a competitive salary with a range of \$85,000 to \$130,000 (DOE) and will remain open until filled.
 - Submit resume and cover letter to chris@opwest.org Attn: Chris Hanzeli, *Head of Strategic Initiatives*