



THE H.E. BUTT FAMILY FOUNDATION

Position Profile Technology Operations Manager

POSITION SUMMARY: The Technology Operations Manager will manage the HEBFF Technology Operations Team. In addition, the Manager will implement and maintain policies and processes that support the organization's technology needs, ensure proper functioning of the information processing system, and oversee necessary upgrades. This position will help business operations groups utilize information systems to improve their efficiency and ensure computer equipment, hardware, and software are updated to meet organizational needs together with organizing the IT Help Desk and implementing the appropriate technology and people resources to produce consistent, excellent IT service experiences.

PROGRAM MISSION: The mission of the Information Technology Department is to provide secure, reliable, technology solutions and to deliver excellent customer service as driven by HEBFF's Core Values of Hospitality and Quality.

ORGANIZATIONAL VALUES: Rooted in our Christian faith, daily work reflects the Values of Teamwork and Unity, Quality, Stewardship, Service and Hospitality, Trust, Honesty and Truthfulness, and Flexibility and Learning.

ESSENTIAL FUNCTIONS:

- Supervise HEBFF technology daily operations
- Manage, lead and develop the Technology Operations Team including training initiatives and performance coaching
- Recommend and coordinate integration of computer-related technology ensuring changes are monitored and efficient to meet the needs of the Foundation
- Responsible for developing, operating, monitoring, and reporting on the Technology Operations budget
- Oversee HEBFF's Operational IT infrastructure
- Manage the Help Desk to ensure it is a high performing and orderly service with consistent, excellent delivery
- Interface with HEBFF teams and programs to manage their Technology Customer Service needs

QUALIFICATIONS:

- Relevant bachelor's degree and at least five years' technology management experience in related field, or ten years' technology management experience in related field with proven ability to stay abreast of and implement changing technology
- A solid understanding and proven experience of:
 - Network technology, design, and troubleshooting
 - Servers and data center operations
 - User devices to include:
 - Windows PC, Apple Mac, laptop, printers and related office technology

- Mobile technology (Android and Apple)
- Managing Microsoft Enterprise Agreements
- Help Desk systems and tools
- Microsoft Exchange

COMPETENCIES-Knowledge, Skills, and Abilities:

- In-depth knowledge of the applicable technologies
- Knows how to lead and direct others to accomplish the goals, while keeping stakeholders abreast of plans and progress
- Exceptional leadership skills defined by a track record of developing and managing a comparable IT department that consistently delivered excellent results
- The technical knowledge to oversee IT policies, standards, procedures, and best practices
- A progressive mindset towards customer service, proven management skills, and a proven aptitude for crafting the right communication and collaboration solutions for HEBFF
- Knowledge of and the ability to utilize a variety of technical tools to guarantee service availability and ensure IT systems performance
- Knowledge of and ability to use tools, controls, techniques, and established principles and standards to ascertain the quality, effectiveness, security, and accuracy of information systems
- Knowledge of and the ability to plan, organize, monitor, and control multiple IT support requests (both for self and the IT Operations team), ensuring the utilization of technical resources to best achieve operational objectives
- Able to prioritize workload of Technology Operations team to best support the Foundation
- Problem Solving: Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations
- The ability to adapt to changes in the work environment; manage competing demands; and deal with frequent change, delays, or unexpected events
- Able to develop and proactively nurture good working relationships with Foundation staff, the IT community, and vendors
- The ability to research, evaluate, and implement the best user devices for HEBFF including PCs, laptops, tablets, smartphones and other appropriate devices
- Basic troubleshooting competency
 - Desktop hardware, Laptop hardware, Printers, Microsoft Windows OS, Android OS, Apple IOS, Adobe Acrobat
- Awareness of basic theory regarding:
 - Server infrastructure and roles
 - Active Directory
 - Network topologies and mediums
 - VoIP Technology
 - WAN & LAN topologies
 - Cloud computing
- Familiarity with CRM systems

PHYSICAL REQUIREMENTS:

- While performing the duties of this job, the employee is regularly required to talk or hear.
- Regularly required to climb ladders, walk, sit, use hands, and regularly lift more than 25 pounds. This position requires reaching balancing, stooping, crouching, crawling, and working in confined spaces.

- Capable of traveling to work in various buildings in Kerrville, San Antonio, and in the Canyon.

WORK ENVIRONMENT:

- This job operates in a professional office environment most of the time.
- This role routinely uses standard office equipment such as computers, phones, multi-function printers, filing cabinets, and fax machines.
- This job may also work in a camp or retreat setting. This requires the ability to work outside on uneven terrain and in varying weather and environmental conditions.

For more information or to apply, please contact Shelley Severson at 713-303-7086, sseverson@hebff.org or go to <https://www.hebff.org/work-with-us/>.