

Technology Manager

COMPANY BACKGROUND:

Founded in 1997, the Golden Triangle Business Improvement District (BID) Corporation encompasses 43 square blocks in Washington DC's central business district. Situated just north of the White House, the BID implements a wide variety of programs and initiatives to support the neighborhood's status as a premier business destination and a global attraction. The BID's programs include fundamentals such as street cleaning, emergency preparedness, and homeless outreach, as well as others such as events and activation, capital projects, urban planning, retail attraction, and economic development.

SUMMARY:

The Golden Triangle BID is looking for a strategic, high energy, results-oriented, and experienced IT professional to complement its mission driven staff. This is a newly created role that will report to the Senior Director of Finance and Administration.

PRIMARY DUTIES AND RESPONSIBILITIES:

Contract Management

- Management of Managed Service Provider (MSP) contract performance, including tracking of contract deliverables and helpdesk performance, shepherding critical tickets to resolution, and ensuring contract performance is in compliance with defined security best practices through proactive quality assurance
- Management of CRM and website vendors and contracts
- Assist with annual IT security audit
- Oversee vendor performance across other technology areas, including telecommunications service, network equipment, CCTV, radio, hardware, software, and others as needed

Onboarding/Offboarding/Training

- Oversee and assist MSP in onboarding/offboarding of new users and existing users with new equipment, ensuring access to all accounts, software, tools, and compliance with set account and security settings
- Conduct new user training and refresher training on hardware, software, information security, and network tools and appliances.

Data Management

- Administration, management, and security of cloud storage and Salesforce CRM
- Management of applications and security for social media accounts to include contact list management
- Installation and management of pedestrian counters and associated software

Events Support

- Set-up of all audio and visual equipment and applications including outdoor equipment for events
- Management of additional onsite vendors as needed
- Upgrade in-house systems to allow for seamless teleconferencing
- Manage organization's various teleconferencing and webinar platforms

Hardware, Software, and Security

- Ensure all security polices, patches, and updates are completed on all hardware, software, web-based applications, websites, and network appliances

- Assist with any cyber security issues across the organization
- Manage lifecycle of all hardware, network appliances, and office equipment including laptops, printers, servers, firewalls, video screens, repeaters, phone systems, and network appliances
- Organize and manage all software licenses acquisitions, updates, and renewals
- Manage technical programs across the organization such as Multi Factor Authentication, VPNs, and unique programs like QuickBooks, and others.
- Manage connectivity, security, and equipment life cycles for CCTV systems

Connectivity and Communications Equipment

- Oversight of all aspects of the BID telecommunications technologies including setup, maintenance and configuration, security, resiliency, and equipment lifecycle management
- Manage organization's model continuity program, including training on and upkeep of relocation equipment
- Oversee management of organization's two repeater radio system and associated GPS system

Other Duties as assigned

QUALIFICATIONS:

Experience and Skills:

- 3-5+ years of related professional experience that includes a passion for technology and improving organizational systems
- A strong systems orientation, with a track record of improving and enhancing existing technologies, developing new solutions, and maintaining an awareness of and willingness to use new and emerging platforms
- Understanding of current regulations affecting IT operations, such as privacy, security and data protection regulations, and application of best practices to remain compliant
- Strong active listening skills and customer service orientation to accurately capture needs of other departments and plan follow up for implementation
- Strong knowledge of Microsoft software, network technology (WAN, LAN, WLAN, VPN), cloud-based services such as Salesforce and Office 365, PC desktop and laptop computers, Android and iOS mobile operating systems, and audio/video conferencing services
- Experience tracking equipment life cycles and coordinating repairs and replacements
- Skill in analyzing business processes and how IT can enhance them
- Effective time management skills with the ability to manage multiple deadlines simultaneously
- Experience managing contact management systems and knowledge of best practices for data management

Must enjoy working in a dynamic, fast-paced, collaborative, and creative environment.

Must have a strong commitment to the Golden Triangle's mission and a desire to learn all facets of the BID's various programs.

EDUCATION:

- Bachelors or Associates Degree in Information Technology or Computer Science, or a related field required.

Work Expectations: Post-COVID, this position is based out of the BID's office on a daily basis during standard work hours. Occasional outdoor work in support of events and special projects may be required. As a member focused position, in-person presence is essential.

Apply: Send cover letter and resume to elizabeth@p3hired.com. Please note "Technology Manager" in subject line.