TECHNOLOGY MANAGER
Washington, DC

The Golden Triangle Business Improvement District is looking for a strategic, results-oriented, and experienced IT professional to complement its mission driven staff. This role will report to the Vice President of Finance and Administration.

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.

KEY ROLES AND RESPONSIBILITIES

Contract Management

- Oversight of Managed Service Provider (MSP) contract performance, including tracking of contract/project deliverables and helpdesk performance, shepherding critical tickets to resolution, and ensuring contract performance is following defined security best practices through proactive quality assurance.
- Manage contracts and vendor performance across other technology areas, including internet and VoIP service, network equipment, CCTV, radio, hardware, software, website, CRM, cloud storage, and others as needed
- Manage annual IT security audit

Onboarding/Offboarding/Training

- Oversee 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

Hardware, Software, and Security

- Ensure all security polices, patches, and updates are completed on all hardware, software, web-based applications, websites, and network appliances
- Manage any cyber security issues across the organization
- Ensure functionality and manage lifecycle of all hardware, network appliances, and equipment including laptops, printers, firewalls, video screens, phone systems, network appliances, radios and radio repeaters, and cameras
- 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.

Connectivity and Communications Equipment

- Oversight aspects of the BID telecommunications technologies including setup, maintenance and configuration, security, resiliency, and equipment lifecycle management

Other Duties as assigned

EXPERIENCE AND ATTRIBUTES

- Associates Degree or higher in Information Technology or Computer Science, or a related field required.
- 7+ 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 Windows, Microsoft Office and Teams, Azure Active Directory, Intune/Endpoint Management, mobile device management (MDM), Exchange, network technology (WAN, LAN, WLAN, VPN), Android, iOS, and audio/video conferencing services
- Experience with Microsoft Cloud App Security, Conditional Access Policies, and CRM/Salesforce is a plus
- 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.

WORK EXPECTATIONS

- This position is based out of the BID's office during standard work hours 4 days a week with 1 remote day.

Interested candidates may submit their resume to careers@p3hired.com. We look forward to hearing from you!