



## JOB OPPORTUNITY

**We encourage diverse applicants because we believe having staff who authentically reflect the communities we serve is critical to our ability to be culturally responsive.**

<b>Job Title:</b>	<b>IT Manager</b>
Department:	Operations
Reports To:	Director of Operations
Classification:	Full-time/Annual, Salaried/Exempt
Work Schedule:	Flexible; all remote (post-COVID on Bainbridge Island Monday - Friday)
Pay Range:	\$70,000 to \$80,000
Benefit Package:	Full benefit package provided; health benefits 100% premium paid by IslandWood; (medical, dental, vision, life, LTD), HSA, Flex, 401k, 3 weeks paid vacation

### OVERVIEW:

IslandWood's mission is to provide exceptional learning experiences to inspire lifelong environmental and community stewardship; our 250-acre campus is located on Bainbridge Island. The IT Manager is a strategic partner, within the Finance and General Services Team, who ensures IslandWood's IT systems (software, equipment, and infrastructure) effectively and efficiently support the organizational mission and annual priorities.

### PRIMARY RESPONSIBILITIES:

#### Management

- Supervises the Salesforce Administrator
- Manages outsourced IT services; primary contact and works directly with vendors
- Negotiates and manages contracts of external IT vendors
- Develops and manages annual budget for IT
- Supports IslandWood's strategic plan to expand our mission and impact and commitment to mission, vision, values and goals of IslandWood
- Support IslandWood's work towards social justice, equity, diversity and inclusion in the workplace

#### Salesforce Administrator

- Leads and provides learning forum to Salesforce super user team of cross-department individuals
- Supports users across the organization with Salesforce set up, training, and reporting set up
- Performs database clean-up and de-duping procedures; manage fields and screen options
- Responds to requests from users to address new or revised functionality requirements
- Coordinates and supports the creation of mailing lists

#### Database and Project Management

- Manages database systems; Salesforce, Camp Brain, and EventPro
- Works with users to identify opportunities to leverage support of new business processes or functions
- Supports Education team needs; Intranet, Visualization dashboards, and SQL reporting
- Develops and maintains training plans and documentation for database users
- Develops and communicates a schedule for future database releases and enhancements
- Manages mass marketing email functionality and flow for bulk emails; creates mass email lists using user-initiated/created campaigns
- Manages outsourced vendors; Salesforce, Eventbrite, Predictive Response, GetFeedback, FormAssembly and Camp Brain

## ISLANDWOOD JOB OPPORTUNITY

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### Information Technology

- Manages workstation hardware and software distribution across the organization
- Provides Apple device management across the organization
- Negotiates and manages conferencing requirements
- Works with the IT Contractor and users to leverage and implement strategic information technologies
- Works with users to identify, document, and communicate standard business processes

### REQUIRED QUALIFICATIONS:

- BS/BA or combination of education and related work experience
- Salesforce and/or CRM database experience
- Knowledge of Microsoft O365 products
- Experience with Google Administration and Apple products
- Ability to create structure and systems to drive efficiency and learning
- Experience developing and conducting systems trainings
- PC skills with proficiency in MS Office applications, Google, and Apple products
- Ability to manage time, meet deadlines, organize, and exercise independent judgment
- Experience engaging with diverse communities
- Demonstrate IslandWood's core values that enable teams and individuals to succeed with shared respect and purpose
- Must pass child safety screening procedure; post offer
- Must be able to comply with and maintain a smoke-free and drug-free work environment

### APPLICATION REQUIREMENTS:

Please submit a cover letter, resume and two current references **OR** an [Application for Employment](#) to:

By email to: [employment@islandwood.org](mailto:employment@islandwood.org) and state "Search for IT Manager" in the subject line.

By mail to: IslandWood, Search for IT Manager, 4450 Blakely Avenue NE, Bainbridge Island, WA 98110

Notes: Application forms are available on our website at [www.islandwood.org](http://www.islandwood.org) in English and Spanish.

Position Posted: 30 September 2020

Application Deadline: Open until filled

Start Date: December/January 2020

*IslandWood is an Equal Opportunity Employer and welcomes applications from qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, pregnancy, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state, and local laws.*