POSITION DESCRIPTION

POSITION TITLE: IT Operations Manager
DEPARTMENT: Finance & Operations
REPORTS TO: Vice President & Chief Financial Officer
☐ Full time, Exempt

The Colorado Trust
The Colorado Trust (The Trust) is a health equity foundation dedicated to ending inequalities that affect racial, ethnic, low-income and other vulnerable populations. When the nonprofit PSL Healthcare Corporation was sold to a for-profit organization in 1985, the proceeds of the sale were used to create The Trust. Since then, The Trust has worked closely with communities and nonprofit organizations throughout the state to improve the health and well-being of Coloradans.

The Trust strives to maintain a diverse workforce that reflects the communities we serve and aims to build an organizational culture that reflects our commitment to equity.

Overview
The information technology (IT) operations manager is a hands-on, technical job position with daily activities that require strong problem solving and decision-making skills. The position performs routine daily activities in connection with the operations of The Trust's IT systems. Responsibilities include managing all aspects of oversight of the local network, telecommunications, audio/visual and security systems, business application systems, and providing technology support and end-user training.

This position will also be responsible for managing key IT projects. Project management responsibilities include coordination and completion of projects on time, within budget and within scope. The IT operations manager will set deadlines; assign responsibilities; monitor and summarize progress of projects; and prepare reports for management and colleagues regarding status of projects.

The successful candidate will work directly with various internal departments to ensure deliverables fall within the applicable scope and budget. The IT operations manager will coordinate with other departments to ensure all aspects of each project are compatible.

Responsibilities
- Act as an additional point-of-contact (with the IT manager) with commercial vendors for products and services, including IT inventory management and documentation of operating procedures and practices
- Provide applications and software administration, troubleshooting and end-user support and training
- Serve as a technical resource for IT needs of system users
- Assist in technological research by studying organization goals, strategies, practices and user projects
- Complete projects by coordinating resources and timetables with user departments
- Verify application results by conducting system audits of implemented technologies
- Recommend IT strategies, policies and procedures by evaluating organization outcomes, identifying problems, evaluating trends and anticipating requirements.

**Supervisor Relationship**
- The person designated to provide supervision of this position and from whom they shall take direction in all matters relating to carrying out duties and responsibilities in this position description is the vice president & chief financial officer.

**Qualifications**
- Bachelor's degree in business, computer education or related field; OR equivalent work experience
- Knowledge of system design, development, implementation and user-support principles and practices
- Business applications and database management design experience, preferably in one or more of the following: FLUXX, Concur, Intacct, Salesforce, Paylocity and Microsoft SharePoint
- Strong familiarity with project management software tools, methodologies and best practices
- Proven ability to complete projects according to outlined scope, budget and timeline
- Extensive keyboard and computer monitor use
- Flexibility in work scheduling; ability to work nights and weekends when needed or in emergency situations
- Physical demands involve lifting materials and equipment up to 25 pounds
- Proficiency in English (required) and Spanish (preferred)
- Ability to sit for up to four hours at a time

**Personal Attributes**
- Passion for and commitment to The Trust’s health equity vision, and its mission of advancing the health and well-being of the people of Colorado
- Ability to communicate effectively and respectfully with people of diverse backgrounds, especially across race, ethnicity, gender and class
- Commitment to issues of community, diversity, equity, integrity and fairness
- Ability to effectively manage time and meet deadlines
- Comfort serving collaborative teams of colleagues both on-site and remotely
- Ongoing commitment to improving skills and knowledge acquisition
- Action-oriented, self-starter work can work well independently and in teams
- Ability to handle confidential issues with discretion.

**Salary Range**
$106,440 annually. The Trust offers employees comprehensive and competitive benefits packages.

**To Apply**
Please submit a detailed letter of interest and résumé. Electronic submission by email to humanresources@coloradotrust.org is preferred. Alternatively, submissions may be sent via fax to (303) 839-9034; or, via mail to:
The Colorado Trust
Attn: Human Resources
1600 Sherman St.
Denver, CO 80203

The deadline to apply for this position is Friday, April 17, 2020.

The Trust seeks talented, team-oriented individuals, dedicated to our goal of advancing the health and well-being of the people of Colorado. Additionally, as an Equal Opportunity Employer, we welcome a diversity of perspectives and experiences among our staff. For more information, please visit www.coloradotrust.org.