



Manager of Information Technology Operations Job Description

The Center for Civic Education (Center) is among the nation's leading civic and constitutional education organizations. For over 50 years, the Center has provided a civic and constitutional education to millions of people both domestically and abroad, seeking to create an enlightened citizenry through active learning programming grounded in history and civics fundamentals. Our programs and initiatives increase an understanding of the principles, values, institutions, and history of constitutional democracy among teachers, students, and the general public. Under new leadership, the Center is pursuing an ambitious path of visionary expansion to advance the entire civic and constitutional education field in this critical moment and the decades to come.

Job Summary: Acting as the principal technical authority, the Manager of Information Technology Operations oversees the daily administration, security protocols, and iterative enhancements of the Center's comprehensive infrastructure and information systems. Under the direction of the Vice President & Chief Operating Financial Officer, this role delivers proactive leadership and technical execution across systems administration, cybersecurity, and vendor relations. The Manager facilitates cross-functional collaboration with stakeholders and external partners to maintain the integrity and efficiency of technical solutions that advance the Center's mission. This position functions as a working manager, necessitating a blend of visionary strategic planning and direct operational engagement.

Duties:

Information Technology Operations

- Manage the organization's day-to-day technology operations and user support.
- Serve as the primary point of contact for technology-related issues and escalations.
- Monitor system performance, availability, and security.
- Develop and maintain technology policies, procedures, and documentation.
- Coordinate employee technology onboarding and offboarding.
- Maintain technology inventories and asset management records.

Systems Administration

- Administer and support organizational systems, including:
 - Google Workspace
 - Salesforce
 - Sage Intacct
 - Paychex Flex
 - Slack
 - Okta
 - GoFundMe Pro
 - Airtable
 - DocuSign
 - Bill.com
 - AWS and cloud-based services
 - Additional business applications as needed



Responsibilities include user administration, permissions management, troubleshooting, configuration, documentation, and vendor coordination.

Cybersecurity & Risk Management

- Implement and maintain cybersecurity best practices.
- Manage identity and access management processes.
- Coordinate security assessments and remediation efforts.
- Monitor compliance with security policies and procedures.
- Support business continuity and disaster recovery planning.
- Conduct staff cybersecurity awareness training.

Technology Projects & Vendor Management

- Lead technology implementation and improvement projects.
- Coordinate system upgrades, integrations, and enhancements.
- Manage relationships with technology vendors and consultants.
- Assist in evaluating new technologies and software solutions.
- Monitor software licensing and technology contracts.
- Support technology budgeting and purchasing activities.

Salesforce & Data Management

- Support Salesforce administration and optimization efforts.
- Assist with data quality initiatives and reporting needs.
- Coordinate with consultants regarding integrations, automations, and enhancements.
- Support organizational reporting and dashboard development.

Training & User Support

- Provide responsive technical support to staff.
- Develop and maintain user guides and documentation.
- Facilitate technology onboarding and training for employees.
- Promote effective adoption of organizational technology tools.

Qualifications, Experience, and Skills:

- Bachelor's degree in Information Technology, Information Systems, Computer Science, Business Administration, or a related field, or equivalent professional experience.
- Minimum of 3-5 years of progressively responsible experience in information technology operations, systems administration, or technology support.
- Experience administering cloud-based business applications.
- Experience supporting remote or hybrid work environments.
- Strong project management, organizational, and problem-solving skills.
- Excellent written and verbal communication skills.
- Ability to explain technical concepts to non-technical audiences.

Preferred

- Experience working in a nonprofit organization.
- Experience supporting Salesforce environments.
- Experience with Google Workspace administration.
- Experience with Sage Intacct, Paychex, Okta, Slack, AWS, and related cloud-based systems.
- Salesforce Administrator certification.
- Google Workspace Administrator certification.
- Experience with cybersecurity and technology compliance best practices.

**Terms of Employment:**

This is a full-time, salaried position. Occasional weekend and evening work and travel may be required. The Center operates under a hybrid/remote, flexible work status that is subject to change. The Center for Civic Education is an at-will employer. This means that either the Center or the employee may terminate employment at any time, with or without cause or prior notice. This status cannot be changed except in writing signed by the President.

The Center for Civic Education is proud to be an Equal Opportunity and Affirmative Action Employer. We do not discriminate based upon race, religion, color, national origin, gender (including pregnancy, childbirth or related medical conditions), sexual orientation, sexual expression, age, status as a protected veteran, status as an individual with a disability, or any other legally protected characteristics.

Salary:

The starting salary range for this position starts at \$95,000 and commensurate with education and experience. Pay periods are semi-monthly. The Center offers a very competitive benefits package, including a generous retirement plan, optional additional retirement plan, medical and dental insurance, vacation time, sick leave, paid holidays, and additional optional benefits.

To Apply: For consideration, send a cover letter and resume to careers@civiced.org Please reference the job title in the subject line.

Equal Opportunity Employer

The Center for Civic Education is an equal opportunity employer committed to fostering a diverse, equitable, and inclusive workplace. We encourage candidates from all backgrounds and experiences to apply.