

Information Technology Team Leader

Job Description

Information Technology (IT) underpins the efficient operation of the Friends of Sleeping Bear Dunes. The role of the IT Team Leader includes assessing organizational Information Technology needs and developing a strategy for meeting those needs with appropriate technology including maintenance of the technology and training the organization to effectively use the technology. Oversee the implementation and use of IT in the organization.

The duties of the IT Team Leader include:

- Work with the board of directors, Team Leaders, and Team Members to determine Information Technology needs for Friends of Sleeping Bear Dunes each year.
- Determine the appropriate software solutions to meet these needs.
- When current technology is working well and meeting needs of the organization,
 - Assure training is being provided – especially to new Team Members
 - Assure adequate maintenance is being performed
 - Assure sufficient back-up for each software platform
- When new Technology is required, develop a plan for implementation of new software,
 - Work with the board of directors to obtain funding
 - Install software and test
 - Provide training to staff
 - Assure sufficient back-up for each software platform
 - Assure there is adequate technical support
 - Provide a maintenance plan for each software platform
- Assure adequate data storage resources.
- Provide back-up systems to allow recovery in case of data loss.
- Provide security systems to assure that our data is secure.
- Provide the board of directors an annual IT status and plan
 - Assure that there is sufficient back-up and succession planning for IT Team Members to assure timely response and continuity of service for all software platforms.

Required Experience

- Information Technology skills and experience
- Experience with the following products is helpful, but training is available
 - QuickBooks (accounting)
 - Sales Force (member and donor management)
 - MailChimp (e-mail blasts)
 - Word Press (web site)
 - Google Suite (including e-mail, Google drive, Google documents, groups)
 - Social Media (Facebook, Instagram, Flickr, YouTube, etc.)

Required Training

NMC and North Sky Non-profit offer training courses

Friends of Sleeping Bear Dunes will provide training as needed

Time Commitment

Time commitment would vary depending on the project list and deadlines. Average commitment = 8 hours per week