



Position Title: IT Manager
Reports to: CEO
FLSA Status: Non-Exempt
Revision Date: 8/26/25

Position Summary

The IT Manager is a key member of the leadership team with responsibility for overseeing the IT and technology systems related to the Digital Literacy Program. This position ensures efficient functioning of all technological equipment, security and processes and provides oversight of the digital equipment loan program. The ideal candidate will have strong technical skills, leadership experience, and a passion for keeping up with evolving technology trends. This is a 1-year grant funded position.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Operational Duties:

- Manage the organization's IT infrastructure, including hardware, software, and networks
- Oversee digital technology support staff and coordinate technical support
- Develop and implement IT policies, procedures, and best practices
- Ensure the security of the IT equipment systems, networks, and data
- Monitor IT systems performance, troubleshoot issues, and provide timely solutions
- Manage software and hardware procurement and inventory
- Plan and execute technology upgrades and ensure system integration
- Maintain relationships with external vendors and service providers
- Provide training and support for digital technology support staff on IT-related issues

Positions Reporting to IT Manager

- Digital Technology Coordinator

Minimum Position Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Strong leadership and communication skills
- In-depth knowledge of IT systems, software, and hardware
- Excellent troubleshooting and problem-solving abilities
- Experience with network security, data protection, and compliance
- Ability to track digital equipment loan program
- Proficient with IT management software and tools
- Strong analytical and organizational skills
- Avid multitasking
- Detail oriented with a high level of accuracy
- Motivated and willing to take initiative
- Team oriented
- Excellent interpersonal skills

- Ability to creatively provide solutions
- Ability to thrive in a fast-paced environment and exemplify leadership and composure under pressure
- Experience and/or desire to work in a nonprofit environment.

Preferred Experience/Education

- Associates degree in Computer Science, Information Technology, Education, or Marketing or a related field (preferred)
- 2+ years of experience in IT, Education and/or Customer Service or a similar role
- Experience in nonprofit organizations a plus.
- Graduation from four year college or university with a major in Instructional Design, Information Studies, Education, Curriculum Development, Social Sciences, planning, technology, or a related field.

Physical Demands

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Prolonged sitting or standing for long periods of time;
- Occasionally will lift up to 25 pounds

Please send cover letter and resume to Cindy Miles, ceo@urbanleagueks.org by October 17, 2025 at 5:00 pm.