



If you're passionate about technology, thrive on solving complex challenges, and enjoy building secure, reliable systems that empower others to do their best work, we'd love to meet you. Join a collaborative team where you'll lead strategic IT initiatives, shape the employee technology experience, and play a key role in advancing PERC's mission through innovative, dependable technology.

**THIS POSITION IS A HYBRID ROLE WHICH REQUIRES TWO DAYS IN THE OFFICE.
CANDIDATES MUST LIVE IN THE RICHMOND, VA COMMUTABLE AREA TO BE CONSIDERED.**

Job Title: **MANAGER, IT OPERATIONS AND SYSTEM ADMINISTRATION**
OT Status: Exempt
Reports to: SVP Finance, Data, Technology
Direct Reports: 0 (oversees outsourced IT firm and help desk)
Work Location: Richmond, VA (Hybrid)

Job Summary:

The Manager, IT Operations and System Administration (MITO) is responsible for the day-to-day performance, security, and reliability of PERC's information technology environment, including networks, systems, cloud environments, hardware, software, and end-user support. This role manages the relationship with PERC's outsourced IT firm, directing the day-to-day activities of the outsourced help desk and governing service level agreements to ensure PERC's workforce receives timely, effective technical support. The MITO leads hardware selection, procurement, and the employee onboarding and offboarding process and deploying training resources. This role monitors PERC's IT security posture, oversees data backup and disaster recovery operations, and ensures data is handled, transferred, and processed in accordance with legal and company guidelines. The MITO also manages IT-related projects from scoping through completion and supports technical integrations between PERC's internal systems, technology applications, and propane.com, partnering with the Manager of Website and Digital Experience and the outsourced DevOps team as needed. This role requires a combination of technical, process, vendor-management, and project management skill, leveraging each to drive the organization to meet its strategic objectives. Other duties will be assigned, as required.

Knowledge, Skills, Abilities, and Requirements:

- At least five years of experience in IT operations, help desk/service desk management, or systems administration, including management of outsourced technology vendors or service providers.
- Thorough knowledge of network infrastructure, system administration, and cloud computing (e.g. Amazon Web Services, Azure).
- Knowledge of IT security best practices and security monitoring, including user authentication/authorization, firewalls, endpoint protection, and backup/disaster recovery.
- Microsoft 365 and business application administration experience, Identity and Access Management experience such as SSO, MFA, and Conditional Access Policies.
- Experience selecting, procuring, configuring, and deploying end-user hardware (laptops, mobile devices, peripherals) and managing IT asset inventory and lifecycle including employee onboarding, offboarding and training.
- Manage contracts, statements of work, renewals, and software licenses with technology vendors, controlling costs and budgets for IT systems.
- Ensure data is handled, transferred, and processed in accordance with legal and company guidelines, and develop IT policies and practices accordingly.
- Manage installations, upgrades, and configurations of hardware and software; assess system performance and recommend improvements.
- Resolve IT issues escalated by PERC staff, proactively triaging and troubleshooting, and working with the outsourced IT firm to resolve infrastructure issues and minimize downtime.

- Support technical integrations between internal systems and propane.com and the technology applications used to operate the website, partnering with the Manager of Website and Digital Experience and outsourced DevOps team as needed.
- Manage IT-related projects, including scoping, timelines, budgets, vendor coordination, and stakeholder communication, from initiation through completion.
- Create and maintain full documentation on all IT systems, hardware standards, and supporting applications deployed across the organization.
- In collaboration with the security consultant and outsourced IT firm, design appropriate access for users to systems, applications, and data.

Competencies:

- Exhibits the values of the organization: Collaborative, Dependable, Respectful, Purposeful, Customer-Focused.
- Collaborates well and communicates proactively across the organization with consideration given to all groups or individuals who may be impacted by technology.
- Strong written and verbal communication skills.
- Analytical, organized, detail-oriented, and process-focused.
- Proactive problem-solver with a sense of urgency.
- Exercises sound judgement in performance of duties.
- Process-minded, attuned to continuous improvement.
- Works well both independently and as part of a team.
- Owns communications and diligently follows-up.
- Seeks feedback and responds with positive change.
- Prioritizes and adjusts as necessary.

Education:

Bachelor's degree in computer science, information technology, or a related field of study.

Licenses, Certifications, Qualification, or Standards:

PMP, ITIL, CompTIA Security+, or an MS in Computer Science or a related field may be helpful if accompanied by appropriate practical experience.

Working Conditions:

- Office / Remote Work Environment (60%-100%) will require 2 days in office each week.
- Travel (up to 10%)
- As an exempt position, this role may require occasional work beyond regular business hours, including occasional evenings and weekends, as necessary to fulfill business needs and responsibilities.
- Physical Requirements: This position may occasionally require lifting, carrying, moving, and/or positioning materials or equipment weighing up to 35 pounds, with or without reasonable accommodation.

Benefits: In addition to a competitive salary, PERC offers excellent benefits such as: vacation and sick pay, 401(k) retirement plan, healthcare (to include Vision and Dental), LTD, Life insurance, other Voluntary benefits, and a wonderful and supportive work environment.

ONLY APPLICANTS WHO ANSWER ALL APPLICATION QUESTIONS AND MEET THE STATED QUALIFICATIONS WILL BE CONSIDERED.

Apply via this link: <https://propane.bamboohr.com/careers/57?source=aWQ9MjM%3D>

THE PROPANE EDUCATION AND RESEARCH COUNCIL IS AN EQUAL OPPORTUNITY EMPLOYER. *All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability, protected veteran status, genetic information, or any other characteristic protected by applicable federal, state, or local law.*