

Finger Lakes ReUse Inc.
Staff Position Description – Summary and Qualifications

Job Title: Technology Manager

Reports to: Chief Operations Officer

POSITION SUMMARY:

Finger Lakes ReUse values safety, resourcefulness, and respect. The Technology Manager is a fulltime position and is responsible for supporting these values, through their work managing the organization's technology systems, including these 5 key tasks:

- Work with leadership team to develop overall IT strategy, with an eye toward multi-year technology solutions
- Train others as part of ReUse's job training program in basic IT skills, including assessing and salvaging used computer components
- Set up and maintain ReUse hardware, including networks (wireless & wired) and video/security equipment as needed
- Maintain organizational software accounts and software licenses – Microsoft, Adobe, etc. – order and install new software, and manage external vendors and contractual agreements
- Administer and maintain (users, permissions, etc.) across systems, anti-virus/cybersecurity and other protection software on all computers, and other software/cloud products.

REQUIRED QUALIFICATIONS:

- Proven experience with progressive responsibilities, covering user support, network administration, and/or technology implementation.
- Thorough understanding of computer information system (CIS) principles, policies, activities, and procedures.
- Ability to work independently and organize, manage multiple projects simultaneously, and prioritize workload under deadlines.
- Comfortable providing in-person or virtual (phone, email, text, etc.) support and troubleshooting.
- Good verbal and written communication skills with the ability and patience to explain technical problems and offer solutions to those without technological training.
- Ability to delegate assignments appropriately and communicate in a positive, friendly and helpful manner with all coworkers.
- Demonstrated ability to be self-motivated, work and problem solve independently without direct supervision.
- Ability to solve practical problems and deal with variables in situations where only limited standardization exists.

PREFERRED QUALIFICATIONS:

- Nonprofit experience
- Minimum 2 years of experience in managing IT systems for an organization.
- Experience working with Point of Sales/database systems such as Shopify, Salesforce, G Suite
- Refurbishment and repair skills of older hardware
- Familiarity with technologies such as: Microsoft Windows, Apple iOS, Windows Server (basic operations), Google Apps for Business (basic operations), Dell Sonicwall (basic understanding), and basic functional knowledge of computer networking.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

COMPENSATION:

This fulltime position starts at \$19 - \$25/hr, dependent on experience. Finger Lakes ReUse is a certified Living Wage Employer and an Equal Opportunity Employer. Finger Lakes ReUse offers competitive compensation, health benefits, flexible work policies, and a collaborative work environment. We provide opportunities for personal and professional advancement, including professional development training opportunities and promotions from within.

ABOUT US:

Finger Lakes ReUse is a charitable non-profit organization with a triple-bottom mission to enhance community, economy and environment through reuse. We work to engage diverse representation from the community in reuse activities and to serve as a model organization for other communities, contributing to local poverty relief, waste reduction and providing meaningful work opportunities at all skill levels. Finger Lakes ReUse operates two locations open daily to the public (the Triphammer ReUse MegaCenter – 2255 N Triphammer Rd and the Ithaca ReUse Center – 214 Elmira Rd). Purchases help support community programs including the ReSET job training program and the ReUse Materials Access Program, providing materials to people facing crisis.

Please email letter of interest and resume to: jobs@fingerlakesreuse.org **or mail to:** Finger Lakes ReUse 214 Elmira Rd Ithaca NY 14850.

APPLICATION CLOSING DATE: Priority application date of 9/20/23. Applications will be accepted until the positions are filled.

