



OFFICIAL JOB STANDARDS

Position: Information Technology Manager

Direct Report: CFO

Date: July 2024

What are the major objectives or outcomes to be accomplished in this job?

- Consult and advise staff and Chamber Affiliates on information technology needs and operations
- Manage and direct the day-to-day information systems and technology programs and services to meet the needs of the Georgia Chamber of Commerce and its Affiliates.
- Develop and execute IT operations plan to ensure the Georgia Chamber of Commerce remains abreast of relevant technologies and manages opportunities and risks appropriately.
- Manage the day-to-day activities of IT contractors and service providers.

What are the most frequent and most essential work activities in this job?

- Consult and advise staff and Chamber Affiliates on information technology needs and problems
- Provide Tier 1 and 2 helpdesk and onsite support to managed service. Evaluate changing technologies to improve services, contain costs, and meet long-term Chamber business and operating strategies.
- Diagnose, research, and resolve tier 2 technical hardware and software issues.
- Assist with Help Desk tickets as needed.
- Monitor the performance of the database server. Make modifications, as necessary.
- Test new additions to any database, whether adding fields to a table or updating the appearance of a specific window before making the changes live.
- Create **all** necessary stored procedures and scripts to update and validate dates.
- Develop and maintain all technical documentation regarding basic features and functionality for various software applications.
- Assist with software upgrades and server updates.
- Oversee accuracy and accountability of the databases
- Address any urgent or emergency issues pertaining to equipment or users when required.
- Performs other operations support tasks as required.

What people and how many are managed by the person in this job?

- Management of IT consultants
- Manages multiple vendor relationships.

What are the primary people's contacts in this job?

- All GCC and affiliate supported users
- Outside vendors

What behavioral traits, attitudes and skills are required?

- Positive attitude and outgoing personality
- Excellent verbal and written communication skills
- Detail oriented and strong organizational skills
- Ability to work under pressure
- Preserving discretion on GCC activities
- Leadership skills
- Solid relationship building skills
- Flexibility and dependability
- Project management
- Enterprise IT Infrastructure Environment structure
- IT Security

What are the prerequisites for employment?

- 4-year degree in computer sciences or equivalent is preferred
- Thorough knowledge of relational database management.
- Ability to write detailed technical documentation from basic items for users to highly detailed documentation concerning data transactions.

What are the toughest parts of this job on a day-to-day basis?

- Balancing the needs of all the users. - Making decisions and handling multiple tasks when others consider their requests to have higher priority
- Prioritizing the projects among all departments.
- Documenting and meeting personal, department and chamber goals.
- Juggling internal responsibilities

What is the compensation package?

- Pay range: Commensurate with experience
- Performance-based structure for salary increases and incentives
- Employer paid on-going continuing education and training
- Employer paid 401(k) contributions
- Employer assisted major health, dental, life and long-term disability insurance programs
- Employer paid time off for vacation and sick leave
- Employer paid parking or public transportation
- Chamber mobile device with cell and data service