



Job Opening
Information Technology Manager
Nashville, TN Area

Hope for Haiti's Children (HFHC) is a 501(c)3 non-profit organization established in 1995 to bring hope to the children in Haiti through child education sponsorship and orphan care. Over 3,000 children attend one of our ten schools. Through other HFHC programs, children receive spiritual and vocational training, school lunch, and access to health care.

Position Summary

Join us at HFHC! We are seeking a passionate Information Technology Manager to join our team in the vibrant Nashville, Tennessee area. Reporting directly to the President, you'll take the helm in overseeing all things related to information technology and systems within our organization. This role isn't just about managing technology—it's about being part of something bigger, contributing to our mission of creating a brighter future for poverty-stricken children in Haiti. Come be a part of our journey and make a meaningful impact! You must be active in your Christian faith through a local church in the Nashville area and share HFHC's Statement of Faith (see [Statement of Faith | Hope for Haiti's Children](#))

Highlighted Duties and Responsibilities

1. Information Systems Management and Collaboration

- Oversee all current Information Systems within the organization, including Salesforce and Virtuous CRM. Understand their capabilities and optimize their use.
- Work closely with HFHC staff to analyze the organization's needs. Together, we'll select future information systems that enhance our internal operations and strengthen relationships with our donors.
- Lead cross-departmental projects for planning, developing, and implementing software solutions across the organization.
- Aid in the development and management of the IT budget.
- Collaborate closely with the President on initiatives that impact both operations and marketing.

2. Office Applications and IT Asset Management

- Provide support to HFHC staff within the Microsoft 365 environment, including Office, OneDrive, and Teams, ensuring smooth operations.
- Stay on top of updates to hardware and software to keep end users equipped with the latest versions.
- Handle online file storage efficiently for easy access and organization.

- Procure necessary hardware and software, manage configuration, and provide end-user support. Maintain inventory, coordinate replacements, and manage disposal.
- Contribute to the development, implementation, and enforcement of IT policy standards and best practices.
- Ensure top-notch IT and cyber security measures are in place to safeguard data, ensure compliance, and maintain system integrity.
- Oversee Internet domain operations and maintenance, leveraging consultants where needed.
- Cultivate positive relationships with technology vendors and manage those relationships effectively.
- Develop and deliver software applications training and support to empower staff.
- Offer technology support during HFHC fundraising events, booths, and meetings.
- Provide day-to-day IT support for staff, ensuring they have the tools they need to excel.
- May require some travel to the Cincinnati office or to events.

Minimum Qualifications

- Bachelor's degree in information technology or equivalent practical experience.
- Minimum of 3 years of hands-on experience in Information Systems.
- Proficiency in the Microsoft Office suite.
- Strong project management skills coupled with problem-solving abilities.
- Quick to adapt and learn new information systems as required.
- Skilled in managing technology procurement and IT assets.
- Outstanding customer service skills, with a keen ability to understand and address user and organizational needs.
- Knowledge of Salesforce and Virtuoso is advantageous.
- Demonstrates integrity and discretion, handling sensitive matters with tact and diplomacy.
- Experience in a nonprofit or social service environment is a bonus.
- Active in your Christian faith through a local church in the Nashville area

Office Hours

Full-time - 40 hours a week, with flexibility to work up to 4 days/week from home

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization.

***If interested in applying, please send a cover letter and resume to
admin@hopeforhaitischildren.org***