**Manager of Information Technology**

**Job Title****:** Manager of Information Technology

**Department:** Finance

**Reports To:** Chief Financial Officer

**Category:** Exempt, Full Time

**The Dallas Foundation**

The Dallas Foundation is a community foundation that brings together people, ideas, and investments in Greater Dallas so individuals and families can reach their full potential. Working closely with our donor partners, we share our expertise, leadership, and opportunities to co-invest in solutions that match their interests and make a meaningful difference. We also support programs that benefit children ages birth to 3 as well as those that advance equity and inclusion, ensure community and economic resilience, and enhance our community’s nonprofit ecosystem, prioritizing partnerships that reduce intergenerational poverty and meet today’s pressing needs while positioning Greater Dallas for a brighter, more equitable tomorrow.

**Position Summary:**  
Reporting to the Chief Financial Officer, the Information Technology (IT) Manager is responsible for overseeing the Foundation’s day-to-day information technology operations, ensuring the reliability, security, and efficiency of all technology systems and services. A key function of this role is to serve as a liaison between The Dallas Foundation’s managed service provider, Information Technology Consultant, and internal staff, ensuring alignment, timely communication, and effective problem-solving across all technology-related areas. In addition, this role will provide hands-on involvement in project buildout—participating in planning discussions, offering creative and practical input, and supporting implementation efforts.

This position is ideal for a hands-on IT professional who thrives in an operational environment and enjoys providing exceptional service to internal users while maintaining strong relationships with external technology partners and security consultants.

**Duties and Responsibilities:**

To succeed in this role, the IT Manager must demonstrate strong technical and operational capabilities in the following areas:

* **Systems and Application Support**
  + Support a suite of cloud-based business applications including O365, Zoom, DocuSign, Asana, Adobe, and others
  + Assist as necessary with oversight of IT systems including software, hardware, and meeting technologies
  + Collaborate with departments to identify business requirements and support application integrations to fulfill operations and meet organizational goals and priorities
  + Monitor system performance, respond to incidents, and ensure high availability of services
  + Serve as back up to the Senior Analyst of Applications and Data to maintain systems used by various functions such as CRM (C-Suite), Finance (Stripe), Grants (GLM, GuideStar), and Scholarships (SLM)
* **Vendor and Consultant Management**
  + Act as the primary point of contact between The Dallas Foundation’s staff, managed service provider (MSP), and cybersecurity and IT governance consultant
  + Manage relationships and contracts with external technology vendors and service providers
  + Coordinate service requests, renewals, and performance reviews for third-party vendors
  + Assist with evaluating and implementing new systems, upgrades, and services
* **Cybersecurity and Risk Management**
  + Collaborate with the IT consultant to ensure compliance with protocols, threat monitoring, and incident response
  + Assist IT consultant with maintaining and managing security tools such as endpoint protection, IT security awareness training, phishing prevention systems, and onboarding and offboarding of staff
* **Operational Planning and Documentation**
  + Maintain IT documentation including policies, procedures, and training materials
  + Identify and implement improvements to workflows and support processes
  + Contribute to IT budgeting and planning for software and hardware procurement
* **Data Management and Reporting**
  + Serve as a back up to the Senior Analyst of Applications and Data for data dashboards and reporting tools, data integrity, and regular database maintenance to support the Foundation’s initiatives

**Supervisory Responsibilities:**

Senior Analyst of Applications and Data

**Qualifications/Education/Experience:**

* Aligned with The Dallas Foundation’s Organizational Values
* Undergraduate degree in Information Technology, Computer Science, MIS, or related field (or equivalent experience)
* 3-5 years of relevant IT experience in operational, helpdesk, systems administration, or infrastructure roles
* Experience working with managed service providers and cybersecurity consultants
* Deep interest in and commitment to philanthropy and the work of the Community Foundation, with a demonstrated commitment to the Dallas area, its people and their concerns
* Commitment to be guided in all work by the vision of diversity, equity, and inclusion that has been established by our staff and board

**Physical Requirements:**

The physical requirements and work environment are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job.

* Moderate noise level
* Occasional standing and lifting of at least 5 pounds
* Prolonged period sitting at a desk and working on a computer

**Work Environment:**

The Dallas Foundation supports a hybrid work environment where all employees are expected to work in the office Tuesdays through Thursdays, with optional remote work on Mondays and Fridays. Microsoft Office applications form the primary digital workplace along with a variety of cloud solutions serving specific department needs.

**Benefits:**

Benefits include medical, dental, and vision insurance as well as a 401(k) program, with employer match, and paid time off.

This job description is not a comprehensive list of all assigned duties, responsibilities, or aspects of the job and may be amended at any time at the sole discretion of The Dallas Foundation.

**Applying:**

To apply for this role, please follow the link found [***here***](https://the-dallas-foundation.prismhr-hire.com/job/915818/manager-of-information-technology)***.***