



# Information Technology (IT) Manager

Housing Alexandria is a non-profit affordable housing developer and owner. [Click here](#) to learn more about our history, mission, vision, and values.

## Purpose of Position

The IT Manager will be primarily responsible for reinvigorating how Housing Alexandria handles IT. Within Housing Alexandria, the IT Manager will work to move IT processes that are currently being handled by a third party to in-house, including hardware and software implementation, vendor support, and a knowledge base that the organization can utilize to ensure industry standard best practices are followed. The IT Manager will work with leadership to improve processes, policies, and strategies that align with this shift in ideology.

The ideal candidate has extensive knowledge of Customer Relationship Management (CRM) and software management, and is a self-motivated problem solver who can research, analyze, and present solutions to team members across all levels of the organization. They are eager to improve operational processes and can implement technological solutions. This position will report directly to the VP of Operations.

## Primary Responsibilities

### IT Management

- Develop and implement information technology strategies, policies, and procedures by evaluating organization needs, budgets, and results.
- Lead all IT-related data collection and analysis, preparing proposals, reports, research, and presentations.
- Work in collaboration with Community IT, our third-party IT company, to ensure ticket closures and organizational needs are being met in alignment with SLAs.
- Provide onboarding and offboarding support, including account creation/closure, and implementing a hardware tracking system.
- Manage all software licenses and renewals.

### Vendor Management and Collaboration

- The IT Manager will be responsible for all communications between all software/hardware/IT providers, including but not limited to Community IT, Comcast, and D3 Printer.
- Implement CRM software within the Housing Alexandria environment that best suits the needs of the organization. Be the primary point of contact within Housing Alexandria in working with vendors for HomeKeeper, Salesforce, and Microsoft.
- Collaborate with the Finance and Property Management teams to analyze needs, develop budgets, create RFPs, and work with vendors to provide multiple proposed solutions that best fit Housing Alexandria's integrated accounting and community operations needs.
- Install, implement, and manage the lifecycle of the selected Finance and Property Management software.
- Responsible for all IT-related proposals and contracts, including re-negotiation periods, contractual obligations, and company support.



## Ongoing Work

- Provide continuous training and education organization-wide on both IT Security best practices, avoiding phishing and malicious emails, and account management best practices.
- Maintains professional and technical knowledge by attending subject relevant educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.
- Collaborate and support the Operations teams to oversee and execute policies, day-to-day tasks, trainings, and operations budget.
- Actively participate in all team meetings, training sessions, and other educational sessions and conferences as required.
- Foster Housing Alexandria's mission, culture, values, strategic plan, and commitment to diversity, equity, and inclusion.
- Perform other duties as directed.

## Required Skills and Qualifications

- Six years of relevant work experience with a proven success record. A bachelor's degree in a computer field is a plus.
- Demonstrated successful experience in software implementation.
- Excellent technical understanding and management skills.
- Experience in research, data analysis, and problem-solving.
- Capacity to work on multiple tasks and projects simultaneously while meeting the position's priorities.
- Excellent interpersonal communication skills, explaining processes, effective writing, software, etc., and providing guidance and support for colleagues of all levels.
- Sincere interest in career growth and support of Housing Alexandria's mission.

## Beneficial Skills and Qualifications

- Proficiency in Salesforce, Intacct, RealPage, or Yardi.
- Comfortable with various responsibilities, including day-to-day administrative tasks and big-picture strategic projects, which may evolve.
- Team management experience.
- Experience aiding individuals and groups facing difficulties such as economic disadvantage, unemployment, abuse and neglect, substance abuse, aging, disabilities, prevention, health, cultural competencies, and inadequate housing.
- Military Veterans are encouraged to apply.

## Position Requirements

The IT Manager is a full-time permanent position requiring the employee to be locally in the DMV area and must be onsite in the Housing Alexandria corporate office a minimum of 3 full days per week. Tuesday & Thursday are mandatory to be onsite. Some weekends and evenings are required. This position requires the team member to occasionally work evenings and weekends and travel locally in the DMV area.

## Is this position right for you?

We strongly encourage people of every race, color, orientation, age, gender, origin, and ability to apply. Candidates with lived experience in the services we provide are highly desired. We



value a diverse workplace and prioritize an inclusive climate without discrimination and harassment during the application process and after you join the team.

Research indicates that men tend to apply for jobs when they meet just 60% of the criteria, while women and people from other marginalized groups only apply if they are a 100% match. If you are passionate about Housing Alexandria's mission and think you have what it takes to be successful in this role, even if you don't check all the boxes, please apply. We'd appreciate the opportunity to consider your application.

## Salary and Benefits

Commensurate with experience. \$75,000 to \$95,000 annually. This is a bonus-eligible position. Housing Alexandria's benefits package includes medical, dental, vision, life, and disability insurance. Matching 401(k), parental leave, HSA, tuition assistance, paid networking opportunities, wellness program, flexible work schedule, paid time off, and more.

## How to apply

Please submit a resume and cover letter to [resumes@housingalexandria.org](mailto:resumes@housingalexandria.org). **Resumes that do not include a cover letter will not be considered.**

## NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship.

Housing Alexandria is an Equal Opportunity Employer, a drug-free workplace, and complies with ADA regulations as applicable.

## Role Acceptance

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date