Job Description
OFFICE/IT MANAGER

Founded in 1977, The Jamaica Plain Neighborhood Development Corporation promotes equitable development and equal opportunity in Jamaica Plain, and adjacent neighborhoods through affordable housing, organizing, and economic opportunities initiative. These combined services improve the lives of low-and-moderate income people, and create a better community for all.

The JPNDC’s Office Manager Position provides oversight to the administrative staff, and will also help and coordinate assistance with all of the departments. The Office Manager will also oversee Information Technology-related duties to include: managing computer systems, communication and relationships with vendors, scheduling and performing routine maintenance and upgrades, purchasing of IT items, and setting up audio and visual equipment.

Administrative Responsibilities:

- Supervise administrative support staff
- Collaborate closely with Department Directors to ensure adequate administrative support and coordination of work flow.
- Collaborate & coordinate closely with the Economic Prosperity Department to ensure administrative/operational support is sufficient to manage high volume telephone inquiries, client walk-ins and preparation for group trainings/workshops, etc.
- Ensure administrative support for agency-wide events (i.e. annual meetings, trainings, community events, neighborhood clean-ups, etc.)
- Oversee administrative functions such as filing system maintenance, purchases of office supplies.
- Work with various departments throughout the organization with administrative needs.
- Closely work with the Executive Director on various projects.
- Take accurate minutes of monthly staff meetings.
- Manage and oversee company vendors (i.e. copiers, cleaning company, Comcast, Verizon, etc.)
- Chair the Safety Committee
- Coordinate Board meetings and Board reports.
- Create budget and Work Plan for Administrative and IT
- Other duties as assigned

Information Technology & Information Systems Responsibilities:

- Manage information technology and computer systems
- Manage IT and Communications vendor relationships to ensure:
  - Security data, network access and backup systems
  - Operational troubleshooting to safeguard efficient business operations
  - Timely, routine maintenance, upgrades, etc.
- Sharing regular operation system reports with management team
- Oversee maintenance of the JPNDC membership database; support EPS client databases.
- Manage purchases of computer hardware, software, consulting, maintenance and computer supplies.
- Setting up audio and visual equipment for meetings and/or trainings.
- Coordinate and train staff to use computer resources, including network, hardware, software, etc.
- Develop and implement IT policy and best practice guides in conjunction with management team.
- Ensuring that employees have up-to-date computer systems and software programs to provide job efficiency.
Staff Orientation:
- Plan and carry out administrative/IT orientations and refreshers as needed.

Qualifications:
- Demonstrated experience as an IT manager or relevant experience
- Attention to detail, and an ability to multi-task in a high volume environment
- Strong ability to work with Executive Management
- Excellent knowledge of technical management, information analysis and of computer hardware/software systems
- Knowledge of Microsoft Office Suite
- Excellent verbal/written skills and organizational abilities
- Experience in an office setting
- Hands on experience with computer networks, network administration and network installation.
- Experience with managing personnel
- Customer/Client focus
- Bilingual (English/Spanish speaking) a huge plus

Education Requirements:
- 3+ years of Administrative Management experience
- Associates or bachelor’s degree in Management or Business preferred
- Associate or bachelor’s degree in Information Technology preferred

JPNDC is an Affirmative Action/Equal Opportunity Employer