

**National Law Enforcement Officers Memorial Fund  
Job Description**

**Position:** IT Manager

**Reports to:** Senior Director of Memorial Programs

**Direct Reports:** None

**Position Summary:** The IT Manager is responsible for managing, designing and servicing computer and network configurations, technology troubleshooting, installation of software/hardware, technology maintenance and computer/network related problems.

**Primary Areas of Responsibility:**

- Provides tier 1 and tier 2 support to end-users.
- Administrates on site servers and off site servers.
- Responsible for the administration, maintenance, and high level (i.e. imports, creation of Crystal Reports, creation of complex mail merges, queries, and exports) functions of the organizations Raisers Edge database.
- Responsible for the administration and maintenance of a single domain Active Directory Forest, Exchange 2007 server, and Sharepoint server.
- Configures, connects, disconnects, and moves devices to the network.
- Troubleshoots network, hardware, and software problems for end-users in 24-hour environment.
- Installs new software and hardware.
- Responsible for the creation and implementation of the organization's annual IT budget.
- Keeps software and hardware documentation up-to-date.
- Performs preventive maintenance and coordinates vendor services as necessary.
- Creates and maintains IT standards and procedures.
- Researches, recommends, and implements effective software and hardware solutions.
- Performs system back-ups.
- Implements security measures (i.e. passwords, access levels).

**Knowledge/Skills/Abilities:**

- Bachelors or Associates degree in computer related field, MSCE a plus.
- 5+ years hands-on experience in the areas of wiring diagrams, network infrastructure design, security integration, personal computers, network servers, Microsoft networking and operating systems required.
- Experience in Active Directory Forest, Exchange 2007 server, and Sharepoint server, as well as PC support, workstation set-up, and maintenance of both hardware and software.
- Experience with, or ability to support the following applications: Microsoft Dynamics Retail Management software (Business Ready Advantage Plan), Adobe Acrobat, Reader, Distiller & Creative Suite (PhotoShop, InDesign, Illustrator, GoLive, Designer & Image Ready), compressor applications, SnagIt, Internet Explorer, Firefox, Motorola ActiveSync, FileMaker Pro & Voyager.
- Knowledge and ability to sustain user productivity and facilitate technology changes during large physical relocations of office spaces and establishment of new remote work facilities.
- Ability and willingness to support end-users and network needs in a 24-hour environment.

- Ability to accurately and effectively write documentation for computer and systems processes.
- Strong analytical and strategic-thinking skills.
- Goal-oriented team player.
- Strong interpersonal skills, with the ability to form and maintain positive work relationships.
- Strong oral communication skills.
- Strong organizational skills, with attention to details.
- Flexibility and adaptability in approach to work in a growing organization.
- Ability to work efficiently and effectively in a fast paced environment.
- Ability and willingness to travel to remote facilities in Washington, DC and Maryland.
- Willingness to assist with initiatives and projects as needs arise throughout the organization.

**Working Conditions:**

- Working conditions are normal for an office environment setting, but may at times require long periods of sitting, and may require crouching and reaching. Frequent lifting of varying items weighing up to 50 pounds required. Work is performed in varied locations, including facilities in Maryland and Washington, DC; ability to travel to reach remote facilities required. Work locations may vary in temperature and may range from typical office environment to storage/warehouse environment. Position will sometimes require working after-hours and may involve a dramatically increased workload during the National Police Week, which occurs each May.

**How to Apply:**

- Submit cover letter, resume and references by email: [mbattaglia@nleomf.org](mailto:mbattaglia@nleomf.org); fax: 202-737-3405; or post: NLEOMF, Attn: HR, 400 7<sup>th</sup> Street NW, Ste. 300, Washington, DC 20004.

EOE/M/F/D/V