

Michigan Coalition to End Domestic and Sexual Violence
Position Description:
Program Director-Technology

Our Mission:

MCEDSV is dedicated to the empowerment of all the state's survivors of domestic violence, sexual violence, and human trafficking. Our mission is to develop and promote efforts aimed at the elimination of all domestic and sexual violence, including human trafficking, in Michigan.

Our Vision:

MCEDSV is Michigan's catalyst for creating empowered and transformed individuals, communities, and societies committed to building a lasting legacy of equality, peace and social justice, where domestic violence, sexual violence, and human trafficking no longer exists.

Position overview:

The Program Director-Technology is responsible for working with the technology team around the maintenance of hotline operations and ensuring security and confidentiality of all data.

Reporting to the Executive Director(s), the Program Director-Technology is a full-time, exempt role.

Supervisory Responsibilities:

- Program manager(s)

Duties and Responsibilities:

- Provide technical support to end-users and troubleshoot any issues related to desktops, laptops, printers, and other peripherals.
- Install, configure, and maintain servers and associated hardware, software, and peripherals.
- Monitor system performance and troubleshoot issues to ensure maximum uptime and optimal system performance.

- Administer cloud environments in Azure and AWS, including the deployment of virtual machines, configuring storage solutions, and managing network security groups.
- Manage and maintain network infrastructure, including switches, routers, firewalls, and wireless access points.
- Manage and maintain Office 365, including user accounts, email, SharePoint, OneDrive, and Teams.
- Identify and recommend solutions to improve system performance, security, and reliability.
- Maintain awareness of industry best practices and be able to make recommendations based on such.
- Track depreciation and take inventory of all technology and equipment.
- Manage and maintain VOIP system both hard phones and softphones.

Required Skills and Abilities:

- An understanding of feminist theory/domestic and sexual violence preferred, an interest in professional development around anti-oppression work.
- Understanding of the unique needs of nonprofits preferred (including grant compliance, social justice and nonprofit budget constraints).
- Strong knowledge of industry best practices related to IT infrastructure and security.
- CCNA equivalent knowledge in networking.
- Problem-solving and adaptability.
- Interdepartmental communication, vendor management, and stakeholder engagement.
- Supportive leadership skills.
- Ability to engage with all organizational levels.

Education and Experience: .

- Bachelor's degree in computer science or related field, or equivalent work experience.

- 5+ years of experience in desktop support, server administration, cloud administration (Azure and AWS), and network administration.
- Experience with managing and maintaining Office 365.
- Experience with Microsoft Intune.
- Experience with Fortinet or Cisco devices (routers, switches, firewalls).

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

Salary:

\$70,000-\$80,000 DOE

We do not discriminate in employment on the basis of race, color, religion, sex, pregnancy, national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

We're committed to building a team that reflects a broad range of experiences, perspectives, and backgrounds. We welcome applicants from all walks of life and encourage individuals of all backgrounds to apply.

