Nevada Affordable Housing Assistance Corporation

JOB DESCRIPTION

POSITION TITLE: Information Technology Manager   **CLASSIFICATION/STATUS:** Exempt / Salary

REPORTING RELATIONSHIP: CEO/COO

POSITION SUMMARY: This position is responsible for Information Technology (IT) related planning, coordinating, and managing of all activities related to the design, development, implementation, oversight, management and maintenance. The Information Technology Manager collaborates internally and with outside service providers to ensure the appropriate infrastructure is in place to support IT environments and information security policies, as well as ensure standards and procedures are appropriately developed, implemented, and followed.

RESPONSIBILITIES AND DUTIES:

1. Direct, manage, and support IT related operations, including oversight of staff, activities, vendors, and partners.
2. Manage action items, review reports, direct, and ensure implementation of corrective actions to improve information technology efficacy.
3. Develop and oversee the IT budget.
4. Stay updated on IT trends and emerging technologies.
5. Ensure IT strategies and processes support company-wide goals.
6. Provide oversight of IT processes, procedures, and policies.
7. Assist in development and ongoing oversight of IT-related vendor system requirements to support Programs, including changes to policies and procedures and reporting of system performance metrics and action item progress to the CEO/COO in the format and as frequently as necessary. Use delegated authority to review and prioritize deliverables.
8. Collaborate with others in developing proposals.
9. Provide oversight of operational process improvements and system enhancements of Processing and other Systems.
10. Support staff in managing the administrative budget, program, and vendor budgets to help ensure proper stewardship and effective use of public funds.
11. Participate in risk identification and audit findings meetings, recommend appropriate corrective actions and ensure corrective actions are implemented in a timely manner.
12. Support audits and direct staff in making corrective actions in a timely manner. Review audit findings, opinion letters, and reports regarding the outcome of interim, ad hoc, and annual financial statement audits. Manage oversight and staff in taking appropriate and timely corrective actions.
13. Help develop policies in support of program changes and provide resolution to program and operational issues.
14. Lead staff in the timely identification of risk, recommend and/or enact mitigation strategies, identify and oversee development and implementation of contingency plans.
15. Support ongoing collaboration with Servicers, financial institutions, counselors, government-sponsored entities (GSE), Federal Housing Finance Agency (FHFA) U.S. Treasury, State of Nevada, local governments, and others.
16. Direct the ongoing efforts to help ensure data integrity.
17. Oversee and support system infrastructure, disaster recovery mechanisms, and related IT infrastructure activities.
18. Manage action items, review IT reports and summaries, and recommend, oversee, and ensure implementation of IT corrective actions.
19. Review, analyze, and recommend approval (or disapproval) of all requests for payment of invoices for technical support, including, services, hardware and software purchases; time spent by vendors, and software development (e.g., outside service providers).
20. Develop, negotiate, and track IT services agreements.
21. Document IT incidents and recommend corrective action as needed.
22. Facilitate and report progress on information technology-related action items to the CEO/COO in the format and as frequently as mutually agreed.

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23. Assess and develop security guidelines for the transmission of the common data file (CDF) to Program loan servicers.
24. Monitor and recommend actions necessary to maintain the mortgage assistance processing system (as defined in the outside service providers' Services Agreement) efficiency, capacity, and required controls to ensure system support.
25. Provide additional oversight, reporting on data analysis of intellectual technology, as necessary, and requested.
26. Oversee Processing System vendor system testing, including but not limited to load testing, capacity, and system speed.
27. Update, as necessary, the infrastructure review procedures.
28. Perform software version, third-party contract assessment, and user acceptance testing for a complete and functioning disaster recovery infrastructure.
29. Follow-up on findings from disaster recovery reviews, including database, software versions, file storage, and SAN-based replication.
30. Obtain, review, and approve System and Organizational Controls (SOC) reports from all vendor organizations that supply IT applications to the organization.
31. Create, update, maintain, and provide training on Information Security and Safeguards Program (ISSP).
32. Oversee the renewal of domains and make modifications to DNS records as needed.
33. Oversee long-term archive process.
34. Manage the retention and destruction of digital records per the records retention policies.
35. Oversee configuration of firewall/routers.

The duties and responsibilities described above may provide only a partial description of this position. This is not an exhaustive list of all aspects of the job. Other duties and responsibilities not outlined in this document may be added as necessary or desirable, with or without notice.

In the performance of all job duties, the employee is expected to exercise significant discretion and independent judgment with respect to matters of significance within the organization. All job duties performed are expected to be office and non-manual work that directly relates to and improves the management and general business operations of the organization.

QUALIFICATIONS AND REQUIREMENTS:

1. Bachelor's degree in a related field or equivalent experience preferred.
2. Project Management Certification.
3. 5 – 10 Years in Software Development Management.
4. Strong understanding of the software development cycle.
5. Strong leadership, project management skills, time management, and problem-solving skills.
6. Experience in computer programming using Java, .net, or other web application frameworks.
7. Ability to excel in idea generation, evaluation, prioritization, customer and partner engagement, cross-functional technical program management, and building/ developing effective teams.
8. Experience solving complex and large-scale software problems.
9. A record of successful delivery of software systems as an individual, team leader, and/or development manager.
10. Willingness to dive into software environments and technical issues as part of maintaining the skills necessary to manage and advocate products and projects.
11. Entrepreneurial spirit with strong product and program management skills.
12. Ability to work with technical and non-technical business owners to get things done.
13. Strong understanding of LAN, WAN and network security technologies.
14. Well-developed ability to manage multiple tasks/projects and deadlines simultaneously.
15. Strong organizational skills and detail orientation.
16. Strong verbal and written communication skills.
17. Ability to maintain strict confidentiality and discretion.

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PHYSICAL DEMANDS:
The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

1. The individual is required to regularly sit at a computer and enter data for extended periods of time.
2. The individual is required to listen and talk to individuals and before groups in the performance of the job.
3. The individual is regularly called upon to deal with stressful situations and a high work volume.
4. The individual is regularly required to stand, walk and drive for extended periods of time.
5. The individual is occasionally required to bend, stretch and use hands to handle or feel objects, tools or controls and to reach with hands and arms.
6. The individual is occasionally required to lift up to 25 lbs.
7. Position requires some travel and scheduling flexibility.
8. The individual must also be able to position self to maintain equipment, including under tables and desks.

JOB DESCRIPTION ACKNOWLEDGMENT:
I have received a copy of my job description dated _____. The job description describes duties and responsibilities which apply to me. I agree to read the job description and understand it may be amended as company conditions or requirements necessitate. In that case, changes will be communicated to me.

_____   _____
Employee Signature   Date

_____   _____
Employee Name (printed)   Date

_____   _____
Supervisor Signature   Date

Please keep a copy for your records