



***Job Posting***  
**Information Technology Manager**  
*Full-Time, Onsite*

The **Hudson Valley Farm Hub (HVFH)** is a non-profit center for resilient agriculture located in Ulster County, New York. Founded in 2013, HVFH is dedicated to fostering an equitable and ecologically resilient food system in the Hudson Valley. We provide professional farmer training, host and conduct research, cultivate language justice, and support food access efforts in the region through food donations and innovative mission-aligned programming. We grow grains, cover crops, and vegetables with production taking place year-round across 1600 acres of farmland and a suite of greenhouses. A diverse, multi-lingual staff of 60 full-time employees serve in varied roles in areas of administration, farm operations, and programs.

We are seeking an enthusiastic, technically savvy and collaborative IT Manager to join our team.

***The Ideal Candidate***

The ideal candidate will have a minimum of three to five years of experience as an IT Analyst, with IT Manager experience preferred. The candidate should possess an in-depth understanding of computers, server technology, and network technologies including telecom and VOIP phone systems (on premise and cloud), including working with a managed service provider. They should have solid knowledge of computer software and Internet applications, along with in-depth knowledge of IT best practices, policies, and procedures. Familiarity with both Apple and Microsoft products, as well as Microsoft Office 365, and other solutions including antivirus, password manager software, web conferencing, single sign on and multi-factor authentication, cloud-based file sharing, collaboration software, and other commonly used applications. The candidate should also have a solid knowledge of internet security and data privacy regulations and controls. Additionally, the ideal candidate will have strong social-emotional skills and alignment with the Farm Hub's values of equity, ecological resilience, interconnection, and belonging. They will be willing and adept at working flexibly and collaboratively with colleagues, vendors, and across related organizations.

**Position Summary**

The IT Manager reports to the Finance Director and is responsible for coordinating, planning, and leading computer, and technology security activities in the organization. On a routine basis, this role works closely in a team approach across departments as well as with our managed service providers, our parent organization, the NoVo Foundation, and our sister LLC's on implementing and maintaining IT infrastructure solutions. This role is co-responsible for fostering and contributing to a safe, supportive, communicative, compassionate, and productive workplace culture with their colleagues.

**Key Responsibilities**

*Oversee Managed Service Provider (MSP) and assist with End User Support / Help Desk*

- Oversee relationships with technology providers and vendors
- Provide technical support across the Farm Hub departments and multiple offices

#### *Coordinate Network and Infrastructure with Managed Service Provider (MSP)*

- Monitor and maintain computer systems and networks to optimize uptime and performance
- Work with MSP to ensure hardware and software upgrades are regularly performed
- Ensure reliable telecom and internet access for the organization
- Oversee voice and video conferencing communications – via Zoom platform

#### *Data Storage and Backups*

- Setup and maintain proper file storage capabilities for departments, end users and sharing with external partners
- Establish and monitor back-ups of all critical information, data, and user files

#### *User Training and Orientation*

- Work with end users to make sure they select and use best applications for tasks and collaboration
- Provide orientation and guidance to users on how to operate software and computer equipment
- Plan communication and training for new software / capabilities (Change Management)
- Train (with bi-lingual provisions) users on systems to make appropriate and safe usage of the systems

#### *IT Security and System Access Controls*

- Perform security role administration for all systems and plan / execute processes and systems for safeguarding confidential information
- Set up accounts for new users and remove accounts for terminated employees
- Oversee IT Security training and practices for all employees
- Maintain and secure master passwords for the organization (using a password keeper/vault) with appropriate backup access by senior leadership
- Work to ensure security and privacy of networks, computer systems and sensitive data
- Respond / resolve along with MSP, to any security incidents or breaches

#### *Technology Provisioning and Annual Budgeting*

- Assist with technology product evaluation and selection for new software tools and systems
- Maintain software license inventory and coordinate any purchases
- Budget for ongoing IT expense budget including computer equipment refreshes

#### *Other Duties*

- Develop / Refine / Update IT policies and key procedures
- Other duties as assigned

*\*The position summary, responsibilities and qualifications are not an exhaustive or comprehensive list of all possible responsibilities, tasks and duties. Full job description is available upon request.*

#### **Required Qualifications**

- At least three to five years' experience as IT Analyst or Technician with IT Manager experience preferred
- In-depth understanding of computers, server technology and network technologies including telecom and phone systems
- Solid knowledge of computer software and Internet applications
- Expert knowledge of IT best practices, policies, and procedures
- Familiarity with a host of file solutions, collaboration tools, and applications, including Microsoft Office 365, CrowdStrike, 1Password, Zoom and Zoom Phones, Okta, Box, Dropbox, Slack, Adobe Creative Cloud, Google Sheets, Microsoft OneDrive and SharePoint

- Knowledge of internet security and data privacy regulations and controls
- Clear written and oral communication skills; with the ability to translate technical information into understandable language for all staff
- Strong problem-solving, critical thinking and decision-making skills
- Strong active listening, customer service and interpersonal skill
- Strong attention to detail and follow through and adaptable to changing demands and priorities
- Organizational and time-management skills; ability to set priorities, organize time effectively and efficiently, work independently and to flexibly manage multiple projects
- Access to reliable transportation and ability to work onsite at the Farm Hub
- Commitment to and willingness to deepen understanding of the Farm Hub's mission and values of equity and ecological resilience
- Demonstrated ability to participate in and foster a work environment of mutual respect and collaboration; ability to develop positive working relationships and problem solve with people of different backgrounds
- Language: English language proficiency required (verbal and written)

### **Preferred Qualifications**

- Degree in Computer Science, engineering, or relevant field
- Valid driver's license and clean driving record if driving Farm Hub vehicles
- Prior experience in the non-profit sector
- Experience working across interconnected/related organizations on shared IT infrastructure projects
- Spanish language proficiency strongly preferred, including ability to conduct troubleshooting, onboarding, training and managing e-mail communications in Spanish
- Project management skills, including organization, planning, time management and prioritization

### **Physical Requirements:**

Ability to sit at workstation approximately 70% of the time, walk the campus and fields to meet with employees frequently, lift and carry approximately 25 pounds occasionally.

*Travel:* Possible overnight travel 0-5% of the time.

### **Position Details**

The **IT Manager** is a full-time salaried, exempt position working 40 Hours weekly; Occasional evenings and weekends are required. The salary range for the position is \$75,000 - \$95,000 annually. We offer a competitive benefits package which includes 100% employer paid health and dental insurance for full-time employees and their families. Some additional perks offered include retirement and wellness benefits.

As an Equal Opportunity Employer, the Hudson Valley Farm Hub is committed to creating an inclusive workplace that respects and values diversity of cultural, ethnic, and experiential backgrounds. We welcome applicants of all races, ethnicities, national origins, genders, sexual orientations, and differently-abled people.

To apply for this position, please apply via Indeed using the following link – [Information Technology Manager - Apply Here](#). If you have any questions or need assistance with submitting your application please contact us at [hr@hvfarmhub.org](mailto:hr@hvfarmhub.org) and include the following in the subject line: Attn: Information Technology Manager Application - People & Culture Department.