POSITION DESCRIPTION

<table>
<thead>
<tr>
<th>Title:</th>
<th>Technology Manager</th>
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<tbody>
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<td>Position:</td>
<td>Full time, Exempt</td>
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<tr>
<td>Team:</td>
<td>Operations</td>
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<tr>
<td>Location:</td>
<td>Remote</td>
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<td>Salary:</td>
<td>USD 92,150</td>
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<td>Reports to:</td>
<td>Director of Technology</td>
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Position Summary

The Technology Manager will report to and assist the Director of Technology in supporting a 35-person organization. This role will support Thousand Currents’ work and staff across all projects and locations.

This position supports applications and technology used within Thousand Currents, including some remote hardware and workstation support, as well as helping to create a more equitable environment for staff and partners to access these tools.

The position is an opportunity to learn a variety of platforms, improve processes, participate in IT projects and support staff in a variety of requests. It requires a person with a high technical aptitude, who is extremely detail oriented, and proactive. The desired candidate will be data security minded, with ability to communicate comfortably with staff of all levels of technical experience and expertise.

The Technology Manager will:

- Manage user troubleshooting for a wide variety of platforms, global contexts, and tech experiences
- Train staff on organizational applications and technologies
- Assist in creating and managing virtual office systems, workflows and platform integrations
- Setup and manage equipment for staff
- Draft technical documentation and training materials for applications
- Stay up-to-date on organizational applications; data security needs; and global data privacy regulations & newly approved legislation
- Participate in crisis team and emergency response as needed (on call)
- Coordinate with our Managed Service Provider and other vendors as needed
- Play a supporting role in various IT projects
Preferred Qualifications
- At least 5-8 years of experience supporting various technology platforms
- Experience working with a global team and knowledge of data laws, cyber security and app functionality within an international framework
- Experience managing detailed data and improving/creating ways to help manage that data
- Ability and comfort in holding training sessions for groups of users on applications
- Comfort with learning new technologies thoroughly and as needed
- Ability to approach new challenges creatively, while maintaining data integrity and compliance requirements
- Ability to work autonomously and perform in a team environment
- Detail oriented, with the ability to prioritize and manage multiple tasks and projects in order to meet deadlines
- Ability to provide excellent customer service at all levels of the organization
- Strong organizational and project management skills
- Excellent written and verbal communication skills
- Experience with Macs and workplace applications a plus but not required

PHYSICAL REQUIREMENTS: The physical demands of this position are light with the expectation that the staff person can exert up to 20 lbs. of force occasionally, and/or up to 10 lbs. of force frequently, and/or a negligible amount of force constantly to move objects. Light work usually requires walking or standing to a significant degree. Physical demands are in excess of those of sedentary work. The position requires frequent computer use at a workstation. As Thousand Currents staff work in a number of locations and come together for meetings on occasion, all staff must be able to travel by car and plane to meetings at locations nationally and internationally. Availability to travel and maintenance of a valid passport is required. Thousand Currents will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990. This job description and its physical requirements will be reviewed periodically as duties and responsibilities change with business necessity. Essential and marginal job functions are subject to modification.

EQUAL EMPLOYMENT OPPORTUNITY: Thousand Currents is an equal opportunity employer. We strongly encourage and seek applications from women, people of color, and bilingual and bicultural individuals, as well as members of the lesbian, gay, bisexual, and transgender communities. Applicants shall not be discriminated against
because of race, religion, sex, national origin, ethnicity, age, disability, political affiliation, sexual orientation, gender identity, color, marital status, or medical condition including acquired immune deficiency syndrome (AIDS) and AIDS–related conditions.

**SALARY:** $92,150

**HOW TO APPLY:** Please submit a cover letter and resume to jobs@thousandcurrents.org with “Technology Manager Application” in the subject line. Position will remain open until filled. Due to the volume of applications, we will only contact applicants that have been moved to interview rounds.