



Manager of Technology and Office Operations

Summary:

The Manager of Technology and Office Operations is responsible for supporting and maintaining all information technology functions throughout the organization and managing general office operations. Overall responsibilities include technical work, customer service, financial management, administrative, operational, and other responsibilities as assigned or required. Reports to the Director of Technology and Business Intelligence.

The ideal candidate is a lifelong learner, who is personable, professional, dependable, and organized with a passion for technology and proactively improving business functions and processes to increase workflow and productivity. This is an in-office position with limited remote work.

Duties and Responsibilities:

Technology

- Assists with maintaining IT functions throughout the organization, including network, internet connectivity, Wi-Fi, software/ hardware/ printing tasks, and security/data integrity. Additional locations to include the Visitor Center and staff remote offices.
- Provides internal training for all business/technology functions (Microsoft Office Applications, print/copier functions, VOIP functions, A/V functions, etc.).
- Helps team members with IT support request tickets, equipment maintenance and upgrades, etc.
- Assists team members with conference room AV setup and technical support.
- Maintains internal phone system, and Call Center applications/ reporting.
- Assists the Research department with CRM database queries and ad-hoc report requests as needed.
- Maintains real-time knowledge of technology landscape changes.
- Stays abreast on current industry best practices.
- Assists with special projects, RFP processes.
- Other duties as assigned.

Office Operations

- Monitors Reception area, greeting and providing exceptional customer service to clients and visitors.
- Sorts and distributes daily mail and deliveries.
- Submits general office maintenance requests and schedules repair and service visits as needed.
- Maintains kitchen areas and kitchen and office supply inventory, replenishing and ordering supplies as needed. Maintains relationships with supply vendors.



- Performs general clerical activities for the Operations department as needed.
- Complies with all Company policies and procedures, and
- Other projects as assigned.

Qualification Requirements:

Minimum Associates degree and 2+ years of IT management, help desk or technical support experience in a professional office environment. Knowledge of Office 365 desired. Hospitality industry experience strongly preferred.

Advanced knowledge of all Microsoft Office applications, as well as knowledge of spreadsheet and relational database programs and reporting functions.

Continuous learner that is open to adopting new technologies and processes to keep up with changing IT and business needs.

Excellent organizational, presentation and written and verbal communications skills.

Exceptional customer service skills with ability to greet and interact with clients and visitors.

Able to cultivate positive and effective working relationships with team members and vendors.

Able to work independently and maintain a high level of confidentiality and prudence essential with all information and materials.

Demonstrated problem solving skills, with ability to think creatively to implement effective solutions.

Able to successfully prioritize and manage multiple projects in a fast-paced environment.

Dependability and professionalism are a must.

Interested candidates should forward their cover letter, resume and salary requirements to resumes@baltimore.org. NO PHONE CALLS PLEASE. Visit Baltimore is an Equal Opportunity Employer.