POSITION TITLE: *Information Technology (IT) Specialist*
SUPERVISOR: *Director of Policy, Impact, and Innovation*
STATUS: Exempt

About Us:

Founded in 1974, cdcb | come dream. come build provides safe, sanitary affordable housing to the citizens of South Texas, and is one of the largest non-profit producers of single-family housing for homeownership in Texas. cdcb is a multifaceted affordable housing organization devoted to utilizing collaborative partnerships to create sustainable communities across South Texas through quality education, model financing, efficient home design, and superior construction. Our dedicated team members work to improve the lives of low to moderate families and individuals to grow wealth and improve families educational, housing, and financial security. We offer industry competitive compensation, excellent benefits with a five-decade old firm. cdcb is an inclusive and exciting work environment. We are looking for a knowledgeable and self-motivated individual to join our team.

Summary: We are seeking a highly skilled and motivated IT Specialist to join our team. The IT Specialist will play a crucial role in overseeing the entire organization's software and hardware infrastructure. This includes managing and maintaining information technology systems, ensuring they are secure, efficient, and fully operational. This role requires a strong technical aptitude, problem-solving skills, and excellent communication abilities to support and assist end-users.

Key Responsibilities:

- **Technical Leadership:** Provide technical leadership and guidance for the organization's software and hardware infrastructure, including servers, networks, workstations, and mobile devices.
- **Hardware and Software Management:** Oversee the procurement, installation, configuration, and maintenance of computer systems, servers, and network infrastructure. Ensure optimal performance and scalability.
- **Security:** Implement and maintain robust security measures to protect the organization's data and systems. This includes antivirus software, firewalls, access controls, and data backup solutions.
- **Network Administration:** Manage and optimize the organization's network infrastructure, ensuring reliable and efficient connectivity. Troubleshoot network issues and plan for future network expansion.

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- **User Account Management:** Oversee user account creation, modification, and deactivation in various systems. Ensure user access is in compliance with security policies and procedures.
- **Microsoft 365 Expertise:** Leverage expertise in Microsoft 365 to manage and support cloud-based collaboration and productivity tools, including but not limited to Microsoft Teams, SharePoint, OneDrive, and Exchange Online.
- **Documentation:** Maintain comprehensive documentation of IT systems, configurations, and procedures. Ensure that documentation is up-to-date and accessible to relevant team members.
- **Software Management:** Oversee the installation, configuration, and updates of software applications and operating systems. Ensure compliance with software licensing requirements.
- **Backup and Disaster Recovery:** Develop and implement backup and disaster recovery plans to safeguard critical data and systems. Test and verify backup procedures regularly.
- **Training and Technical Support:** Develop and deliver technology training programs to enhance the organization's IT literacy. Offer technical support to end-users, resolving issues promptly and effectively.

Required Qualifications, Skills and Experience:
- Bachelor's degree in information technology, Computer Science, or a related field (or equivalent experience).
- Proven experience in IT leadership, technical support, network administration, and system maintenance.
- Strong knowledge of computer hardware, software, and operating systems (Windows, MacOS, Linux).
- Expertise in Microsoft 365, including proficiency with Microsoft Teams, SharePoint, OneDrive, and Exchange Online.
- Familiarity with network protocols, security protocols, and firewalls.
- Ability to diagnose and resolve technical issues effectively and efficiently.
- Excellent communication and interpersonal skills to work effectively with end-users and team members.
- Strong problem-solving and analytical abilities.
- Knowledge of IT best practices, data security, and compliance regulations.
- IT certifications (e.g., CompTIA A+, Network+, Security+, Microsoft Certified IT Professional) are a plus.

Note: The IT Specialist in this role will have a leadership position with responsibilities for overseeing the entire organization's software and hardware infrastructure, ensuring it meets

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business needs, remains secure, and operates efficiently. This job description may be subject to modification or adjustment based on the evolving needs of the organization and technological advancements.

Compensation and Benefits

- Salary –$45,000 - $55,000 annually
- Bonus – Based on production goals met
- 100% of premium for health, vision and dental benefits paid by cdcb.
- Life Insurance
- 401K retirement plan (no match required)
- 11 paid holidays
- Vacation Days - Based on Length of Service
- Personal Days - Based on Length of Service

To apply submit resume, cover letter to: cescalera@cdcb.org

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