



HISPANIC SCHOLARSHIP FUND

Position: Manager, IT Operations
Reports to: Chief Technology Officer
Location: Gardena, CA

Who We Are/What We Do

Founded in 1975, the Hispanic Scholarship Fund empowers Latino families with the knowledge and resources to successfully complete a higher education, while providing scholarships and support services to as many exceptional Hispanic American students as possible. HSF strives to make college education a top priority for every Latino family across the nation, mobilizing our community to proactively advance that goal – each individual, over a lifetime, in every way he/she can. HSF also seeks to give its Scholars all the tools they need to do well in their course work, graduate, enter a profession, excel, help lead our nation going forward, and mentor the generations to come. As the nation's largest not-for-profit organization supporting Hispanic American higher education, HSF has awarded over \$500 million in scholarships and provides a range of impactful programs for students, HSF Scholars, Alumni, and parents. For more information about the Hispanic Scholarship Fund, please visit HSF.net

Department Description

The Information Technology Department is responsible for building, monitoring, and maintaining information technology systems and services, as well as ensuring that all IT initiatives support HSF's mission, as well as its goal of being the leading and most reputable non-profit organization in the US.

Responsibilities

The Manager, IT Operations will manage the Information Technology processes and systems that support HSF. He/she is responsible for hands on execution and management of suppliers and one or more analysts so that effective administration, maintenance, and support of The Hispanic Scholarship Fund's infrastructure, desktop, hardware, software, and associated peripherals, is executed in a timely and professional manner.

Job Requirements

- **Essential Duties/Responsibilities**
 - Manages all IT operational processes.
 - Disaster recovery
 - IT Operations budget
 - Invoice processing
 - Asset management
 - Mobile device management
 - IT Service Desk
 - Onboarding/Offboarding
 - Security incident response
 - Password administration
 - Supplier management
 - Administers written policies and procedures regarding computer operations and Information Systems Department
 - Manages system access requests and conducts quarterly access reviews
- **Additional**
 - Manages IT support portals
 - Assists with e-mail marketing software (currently, blue hornet software) needs, as necessary
 - Orders supplies, IT peripherals, and equipment, as needed
 - Contacts vendors for invoice/service clarifications
 - Performs additional responsibilities, as required

Qualifications

- **Education/Experience**
 - Bachelor's degree from an accredited university preferred
 - 3-5 years of experience in troubleshooting IT hardware and software
 - Minimum 2 year of experience in customer service environment
 - Basic understanding of cloud infrastructures

Equal Opportunity Employer

- **Specific Professional Skills**
 - Customer service-oriented and proactive in anticipating and resolving problems, while maximizing efficient use of computing resources
 - Excellent judgment and creative problem-solving skills, including expertise in conflict-resolution
 - Experience working effectively in a complex, multifaceted environment
 - Skill in setting priorities to complete a heavy workload within established time frames and deadlines
 - Takes pride in working quickly and efficiently
 - Exceptional written and oral communication skills
 - Proficiency in MS Excel and Word, web research fluency, and the ability to learn and manage various information system technologies
 - Supplier management
- **Fundamental Attributes**
 - The knowledge, intellect, temperament and flexibility to work effectively in an intense, fast-paced, and high-performance environment
 - Ability to listen perceptively and take appropriate action in assisting staff members
 - Principled, ethical, professional, and committed to exceptional work quality and standards
 - Self-confident, can-do, upbeat, positive, and enthusiastic
 - A high level of energy and initiative, with pride in doing fast, efficient, error-free work
 - Hard working individual contributor with the ability to grow into leadership position
- **Team-oriented**
 - Ability to manage diverse relationships and interact with all types of people, at all levels of an organization
 - Goes the extra mile in serving others and delivering a positive “client” experience, every time
 - Team player who values opportunities to collaborate with fellow team members
- **Additional Requirements**
 - Flexible to work weekends and/or extended work days, as required
 - Ability to work in a start-up type of environment where information is not always structured and/or routinely available

Other Criteria

- The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job; this position requires
 - Constant sitting or standing,
 - Some walking around
 - Occasionally lifting no more than 35 lbs.

To Apply: Email résumé and cover letter to employment@hsf.net