

NORTHEASTERN PENNSYLVANIA ALLIANCE

NEPA

JOB DESCRIPTION

POSITION TITLE: Information Technology Manager
DIVISION: Communications & Operations
SUPERVISOR: Vice President of Communications & Operations
EFFECTIVE DATE: May 18, 2026
FLSA STATUS: Exempt
PAY GRADE: Program Manager

GENERAL DESCRIPTION:

The Information Technology Manager is a full-time, salaried, exempt, position within the Communications & Operations Division. This is a hands-on, proactive position managing and elevating our technology infrastructure. This role is responsible for the health, security, and scalability of our network, Microsoft 365 environment, telecommunications and physical office equipment. This position leads our cybersecurity defense strategy, including managed incident response, while ensuring our team receives top-tier user support.

ESSENTIAL FUNCTIONS:

1. Ability to manage IT network and infrastructure for a professional office of 25-30 users.
2. Ability to design, configure, maintain, and troubleshoot local and cloud-based network infrastructure, including, but not limited to LAN/WAN, WLAN, firewalls, switches, and routers.
3. Ability to optimize network performance, bandwidth, and uptime to support seamless business operations.
4. Ability to manage all office equipment and hardware infrastructure, including servers, conference room AV systems, printers, and multiple mobile devices.
5. Ability to serve as the primary administrator for the enterprise Microsoft 365 suite.
6. Ability to oversee identity and access management using Microsoft Entra ID, including user lifecycle provisioning and Single Sign-On (SSO).
7. Ability to manage mobile device management (MDM) and application policies via Microsoft Intune to ensure endpoint compliance.
8. Ability to administer Exchange Online, SharePoint, Teams, and OneDrive data governance and permissions.

9. Ability to oversee robust backup and disaster recovery (DR) planning, ensuring regular testing and data integrity.
10. Ability to oversee the IT helpdesk functions, ensuring hardware/software issues for local and remote employees are resolved swiftly.
11. Ability to manage IT asset procurement, inventory tracking, software licensing, and vendor relationships.
12. Ability to design and execute smooth onboarding and offboarding processes for all staff.
13. Ability to conduct regular employee security awareness and phishing simulation training.
14. Ability to have deep, hands-on experience with Microsoft 365 administration, Microsoft Entra ID (Azure AD), and Intune.
15. Ability to understand TCP/IP, DNS, DHCP, VPNs, and modern firewall management.
16. Ability to manage cybersecurity tools (EDR/MDR, SIEM, MFA) and respond to active security incidents.
17. Ability to demonstrate exceptional communication skills with the ability to translate complex technical jargon into clear business insights for non-technical stakeholders.
18. Ability to manage cybersecurity defense network hardware and software.
19. Ability to implement, monitor, and enforce corporate information security policies and frameworks.
20. Ability to collaborate with and manage relationships with external Managed Detection and Response (MDR) / SOC partners to monitor threats 24/7.
21. Ability to lead incident response efforts, conduct root-cause analysis, and deploy remediation strategies for security alerts or breaches.
22. Ability to procure and manage AI related software.

ADDITIONAL FUNCTIONS:

1. Ability to communicate effectively, both verbally and in writing, with NEPA staff, management, the Board of Directors, partners, and customers to promote NEPA programs and services, as authorized by the Vice President of Communications & Operations.
2. Ability to operate a motor vehicle and travel, including occasional overnight travel, to attend meetings, conferences, and/or training sessions related to NEPA programs.
3. Ability to tolerate extended periods of sitting and working at a desk or computer and attending meetings in an office environment.
4. Ability to perform all other duties as assigned by the Vice President of Communications & Operations and/or the President & CEO.

5. Ability to remain informed of events and developments related to NEPA and its initiatives.
6. Ability to maintain and update current media contacts and manage NEPA's database.

MINIMUM QUALIFICATIONS:

1. Bachelor's Degree in Computer Science or related discipline
2. A minimum of three to five years of experience in Computer Science or a related field.
3. Excellent oral and written communication and organizational skills required.
4. A valid Pennsylvania driver's license is required, or the ability to attain one.
5. Real ID or passport is also required.
6. Must be legally employable in the United States.
7. Must be able to submit to and pass personal background clearances.
8. Certification in Microsoft Certified: Enterprise Administrator, CompTIA Security+ / CISSP preferred but not required.