



*"Lifting As We Climb"*

## **National Association of Black Accountants, Inc.**

**7474 Greenway Center Drive, Suite 1120**

**Greenbelt, Maryland 20770**

**Phone: (301) 474-NABA**

**Fax: (301) 474-3114**

**[www.nabainc.org](http://www.nabainc.org)**

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### **VACANCY ANNOUNCEMENT**

#### **Manager, Information Technology July 2009**

The Manager, Information Technology is responsible for managing the day-to-day information technology needs and for ensuring the effective planning, implementation, and maintenance of information systems to support the mission of the National Association of Black Accountants, Inc. (NABA). The Manager serves as staff liaison to third party technology-related vendors, and provides help desk support, solutions implementation, and Web administration. The Manager is also responsible for project, budget, and policy/procedure management for the Information Technology functional program area.

#### **Core Responsibilities**

1. Partner with third party vendor(s) to manage all technology operations and services including selection, deployment, configuration, maintenance, and upgrades of software, hardware, audiovisual, and telecommunication equipment. This also includes responsibilities for ongoing system and network monitoring, trend analysis, benchmarking and identification of potential problems with operational performance, help desk support, and maintaining high availability of the Web site and related applications and systems.
2. Ensure internal and external customer satisfaction with information technology operations and system and software implementations, including maintaining high levels of responsiveness and minimum backlogs of unresolved requests.
3. Administer, maintain, and support the applications, tools, processes, policies, and procedures for the association's online activities including website, content management system, Internet and e-mail-based communication technologies, social networking, electronic surveys, etc.; manage the distribution of the association's electronic communications to members and other external audiences.
4. Collaborate with internal and external resources to develop information technology road map and plan for long- and short-term technology needs to ensure stable operations and services, network reliability/security, and solution systems such as an Association Management System/Database (AMS).
5. Develop and maintain the annual budget for the information technology functional program area consistent with organizational plans and established financial guidelines. Monitor and manage technology operations and services, procurement and expenses, and act as primary interface with technology services vendors (including RFPs), contract management, services and maintenance.
6. Manage all projects related to selection, acquisition, development, and installation of major information systems and related technologies, along with coordinating with vendors of major third-party outsourced systems.
7. Maintain written policies and procedures and implement best practices to ensure stability and security of the association's information systems, as well as integrity of key organization data and databases.
8. Partner with third party vendor to develop and maintain the technology operations and services related section of the association's business continuity/disaster recovery plan to ensure effective restoration of services in the event of a disruptive event, including regular update reviews and testing.

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9. Develop goals and participate in strategic planning and other organizational planning activities in collaboration with leadership and other senior staff.
  10. Stay current on knowledge of best practices and technology solutions of interest to technology operations, services, and applications and remain highly, technically competent in all levels of implemented technologies.

### **Qualifications**

Knowledge typically acquired through:

- Bachelor's degree in Information Systems, Computer Science, technology-based discipline, or equivalent work experience.
- 3 - 5 years of experience with hands-on management of information systems, networks and databases, and project management.
- 2-3 years of experience in customer and technical support
- Experience with associations or professional societies, including experience with information systems typically used for finance, membership management, meeting planning, and other association functions.

Scope and depth of technical skills/knowledge:

- Excellent computer skills and knowledge of Microsoft Office Suite 2007 and other computer applications and social networking technologies and their applications; proficient in HTML; strong Web 2.0 skills
- Strong command of the English language and excellent writing skills
- Strong project and budget management skills

Scope and depth of non-technical skills/knowledge:

- Excellent troubleshooting skills
- Excellent customer service, interpersonal and communication skills
- Self-starter with minimum supervision required
- Demonstrated ability and commitment to the team approach in achieving work goals

**Salary:** Commensurate with experience

**Closing Date:** August 13, 2009

Please submit a cover letter, current resume, and salary expectations to [resumes@nabainc.org](mailto:resumes@nabainc.org). Please include Information Technology position in the subject line.

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### **Equal Employment Opportunity**

The National Association of Black Accountants, Inc. (NABA) is, and has been from its inception, an equal opportunity employer. NABA will not discriminate against any employee or applicant on the basis of sex, race, color, ethnic background, religious belief, national origin, ancestry, age, marital status, pregnancy, sexual orientation, veteran status, actual or perceived, physical or mental disability or history of disability, perceived medical condition, actual medical condition, including genetic condition and the sickle cell trait, pregnancy, pregnancy related conditions, family responsibilities, personal appearance, matriculation, political affiliation, unfavorable military discharge. NABA will comply with all applicable federal and local laws relating to employment as a matter of policy and practice. NABA's policy has always been to hire and to promote individuals solely on the basis of merit and their ability to perform, and to comply in this respect with all applicable laws.

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