

IT Project Manager

Company Overview

Baltimore Corps enlists talent to accelerate social innovation in Baltimore and advance a citywide agenda for equity and racial justice. By matching talent to opportunity, Baltimore Corps works to empower the social entrepreneurs, community leaders, and public sector innovators tackling some of the city's most pressing challenges and building a stronger Baltimore every day. Baltimore Corps is a fast-paced, entrepreneurial environment that values initiative, hard work, and a teachable nature. We are building a team that shares the company's values, work ethic, and vision for the future.

Job Description

Baltimore Corps is looking to hire an IT Project Manager with a strong technical background to manage our current internal systems, troubleshoot any technical challenges that may arise and communicate effectively and clearly with stakeholders throughout the process. This person will be excited to train staff on our systems and support them through any challenges that may arise. This individual will be ensuring all cross-departmental IT projects are managed thoughtfully and with fidelity to timelines and stakeholder needs. This individual is a self-starter and can work independently to solve issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES

CASE MANAGEMENT & TECHNICAL SUPPORT (40%)

- Provide technical resolutions and strong communication to internal and external stakeholders of the organization with a customer service orientation
- Track and manage all IT Support "cases" in Salesforce with up to date interactions
- Ensure first point of contact with Operations Department is in sync with departmental goals and performed with a customer-service oriented mindset
- Ability to effectively solve IT support tickets independently with minimal supervision

IT PROJECT MANAGEMENT (30%)

- Project manage all cross-departmental IT projects: ensuring all systems projects are planned thoughtfully, align with stakeholders needs and team members are communicated to effectively throughout
- Become a subject matter expert in all Operations process flows in the organization in order to support stakeholders effectively
- Help fine-tune ongoing processes to better increase organizational efficiencies
- Perform Quality Assurance on systems before deployment to Production Environment
- Tests, debugs, documents and implements complex applications

TRAINING (10%)

- Provide training to staff on internal systems to increase overall efficiency of staff members
- Create repository of documentation on all system processes that can be used for organization training
- Collaborate with staff members to find out where system knowledge is lacking and work with Operations Department to create and execute a training roadmap

DATABASE ADMINISTRATION (10%)

- Manage Baltimore Corps' database administration
- Maintain data integrity
- Oversee import and updating of data, planning and design of future updates, testing new development and generation of reports

OPERATIONS ADMINISTRATION (10%)

- Organization of records for all hardware and software to make sure software user licenses are current
- Manage administrative duties for overall Operations Department including but not limited to ordering computers and new employee computer setup
- Create a process for staff to ensure hardware and software issues are addressed promptly
- Stay up to date on software to ensure organization is getting good value for money spent

QUALIFICATIONS AND PERSONAL CHARACTERISTICS

- Alignment with the mission and core beliefs of Baltimore Corps
- Strong problem-solving skills and attention to detail
- Experience working with cross- functional teams
- Outstanding relationship building and communication skills
- Ability to work independently as part of an entrepreneurial team
- Comfortable in a fast-paced work environment
- Experience working in a SDLC environment
- Experience relaying technical concepts to a non-technical user base

TECHNICAL QUALIFICATIONS

- **SALESFORCE (OR OTHER CRM PLATFORMS)**
 - Required
 - Intermediate
- **MICROSOFT OFFICE**
 - Required
 - Advanced
- **PROJECT MANAGEMENT SOFTWARE**
 - Preferred
 - Entry-level

TIMELINE AND COMPENSATION

The IT Project Manager is a salaried position with health and dental benefits. In addition to health and dental, Baltimore Corps is proud to offer additional benefits for our employees including, but not limited to, generous vacation time, wellness policies, volunteer opportunities, and flexible work hours. The range for this position is \$57-60K.. Compensation is competitive and commensurate with qualification and experience. Applications will be reviewed on a rolling basis. Baltimore Corps seeks to fill the position immediately, with an expectation of no later than the end of July 2018.

Please apply [here](#)