IT Support Manager

About The Columbus Foundation: One of the top 10 largest community foundations in the country, The Columbus Foundation works to strengthen and improve our community through the most effective philanthropy possible. For over 80 years, The Columbus Foundation has been a partner and advisor to our donors and nonprofit community in order to improve our region's collective wellbeing.

Department description: The Information Technology department is responsible for supporting the organization's technology infrastructure, ensuring secure, reliable, and efficient operations. The team collaborates closely with other departments and external partners to deliver high-quality IT services and solutions.

Role Overview: The IT Support Manager leads a small but vital team, including oversight of a managed services provider (MSP). This role is ideal for a technically skilled professional who thrives in a dynamic environment and can wear multiple hats—from troubleshooting and systems administration to vendor management and strategic support. The position reports directly to the Vice President of Information Technology and collaborates closely with the Sr Director of Cybersecurity and Infrastructure on security, infrastructure, and compliance initiatives.

This role requires 3 to 4 days per week at the main office, with the option for remote work as dictated by business needs.

Key Responsibilities
- TEAM LEADERSHIP & OVERSIGHT
    - Supervise internal IT personnel and manage the external MSP relationship, ensuring timely and effective support delivery.
    - Foster a collaborative, service-oriented culture within the IT support function.
- TECHNICAL OPERATIONS
    - Monitor all incoming support channels (tickets, email, chat, phone) and respond promptly to technical issues.
    - Provide hands-on support for end-users and enterprise hardware/software technologies in collaboration with MSP resources.
    - Support users in adopting and using new technologies.
    - Serve as a point of escalation for technical issues, coordinating with MSP and department leadership.
    - Oversee procurement and deployment of hardware/software, maintaining an up-to-date inventory of IT assets.

- o Verify system backup processes and data integrity regularly.
  - o Support disaster recovery and business continuity planning, including documentation and testing.
- SECURITY & COMPLIANCE
  - o Monitor system security alerts, reports, and logs to identify and investigate unusual activities.
  - o Review and implement security policies, procedures, and best practices.
  - o Assist in security assessments and audits to ensure compliance with organizational standards and regulatory requirements.
  - o Facilitate user access reviews and manage permissions per security policies.
  - o Assist with vulnerability scans, patching, and endpoint security enforcement.
- PROCESS & VENDOR MANAGEMENT
  - o Develop and maintain IT support processes, documentation, and service standards.
  - o Manage the lifecycle of devices, including upgrades, repairs, decommissioning, and disposal, following security best practices.
  - o Ensure compliance with internal policies and external regulations.
- STRATEGIC SUPPORT
  - o Collaborate with department leadership on technology project planning, implementation, and budget considerations.
  - o Identify opportunities to improve efficiency and user experience through technology and automation.

Skills & Competencies:
The ideal candidate will demonstrate:
- *Critical Thinking & Problem Solving:* Ability to analyze complex issues, identify solutions, and proactively mitigate risks.
- Leadership & Collaboration: Proven experience successfully implementing and managing complex IT projects, working effectively with peers, leadership, and cross-functional teams, and fostering a positive, high-performing environment.
- *Technical & Operational Excellence:* Strong hands-on expertise in desktop support, system administration, networking, cloud services, cybersecurity, and administering Microsoft products (including 365, Azure, desktop/server technologies). Curiosity to discover how things work and the ability to work independently with minimal supervision.
- *Vendor & Project Management:* Experience working with or managing MSPs or outsourced IT vendors, and collaborating on technology project planning, implementation, and budget considerations.
- *Communication & Professionalism:* Exceptional written and verbal communication skills, including the ability to present ideas clearly and persuasively, while upholding integrity, honesty, and accountability in all interactions.
- *Interpersonal Skills:* Superior ability to build trust and foster relationships across diverse stakeholders.

- *Analytical & Research Capabilities:* Strong skills to inform strategic decision-making and improve efficiency and user experience through technology and automation.
- *Adaptability:* Comfort working in both highly collaborative team environments and independently with minimal supervision, managing multiple priorities simultaneously while delivering high-quality work on time.

Qualifications:
- 5+ years of experience in IT support or systems administration, with at least 2 years in a supervisory or lead role.
- Strong technical skills across desktop support, system administration, networking, cloud services, and cybersecurity.
- Must have hands-on expertise in administering Microsoft products including 365, Azure, and desktop/server technologies.
- Experience with various endpoint security technologies, controls, and standards is a plus.
- Experience administering Apple products in a corporate environment is a plus.

Anticipated Salary Range: $85,000 to $105,000

The Columbus Foundation offers a number of incredible benefits to employees, including: medical, dental, and vision coverage, paid time off, 401(k) employer contribution, tuition reimbursement, student loan repayment, parental leave, and a matching gift policy.

Click **HERE** to Apply.

The mission of The Columbus Foundation is to assist donors and others in strengthening and improving our community for the benefit of all its residents.

The Columbus Foundation is an equal opportunity employer.