HIGH-POTENTIAL IT OPERATIONS LEAD

Full-time – Salary

Hybrid (maximum 2 days remote, starting after 60 days)

With a commitment to sustainability, inclusivity, and community, Chowgirls offers a high-energy, collaborative culture with great food and a supportive environment. As our company evolves, we seek a candidate with a growth mindset who holds high service standards, is adaptable to change, and embraces learning opportunities.

The IT Operations Lead innovates and supports the Chowgirls technology ecosystem in alignment with Chowgirls organizational goals and operational efficiencies. This position leads systems administration, ensuring staff's day-to-day technical needs run smoothly and guiding a vision for all business applications as we transition from in-house software solutions to integrated industry-standard applications. The IT Operations Lead collaborates with leadership, assists staff throughout the organization, and reports to the Director of Operations.

SYSTEMS ADMINISTRATION

- Collaborate with Chowgirls leadership across the organization for creative tech solutions
- Research and provide recommendations for system alternatives
- Be knowledgeable of Chowgirls departmental needs and proactively curate a technology roadmap
- Shepherd transitions to new software systems, ensuring data is securely and accurately transferred and staff is fully supported
- Maintain current systems and make minor updates in HTML, CSS, JavaScript, jQuery, PHP, and MySQL as Chowgirls transitions to new systems
- Manage, maintain, and utilize database records for reporting purposes
- Create and maintain robust documentation for Chowgirls IT landscape, including best practices and standard operating procedures for both technical and non-technical audiences
- Train and assist staff with IT systems and security best practices, including facilitating, configuring, and troubleshooting computer hardware and software issues
- Manage all cloud-based SaaS solutions such as Google Workspace, Slack, password manager, and web hosting
- Assist with on-boarding and off-boarding Chowgirls employees on technology platforms
- Manage and secure office network, comprising UniFi switch, physical ethernet wiring, and UniFi access points
- Suggest, purchase, maintain, and track laptops, desktops, monitors, mobile devices, and peripherals with a focus on value, performance, and longevity
- Screen IT purchase requests and manage budget for IT expenses, including subscription renewals
- Secure and manage information backup and storage
- Manage building security systems, including electronic door locks and cameras
- Act as primary point of contact for resolving IT incidents and provide clear and timely communication to leadership team
- Make routine, simple updates to customer-facing website

- Prioritize company wide requests and needs by maintaining a system of tracking projects
- Provide realistic timelines for completion
- Dynamically respond to urgent requests and problems with clear communication and problem solving

CONTRACTOR / VENDOR MANAGEMENT

- Develop relationships and maintain contact information for all IT contacts and vendors
- Act as point of contact for all IT contractors and vendors providing repair, maintenance, or assistance on internal IT systems. This includes scheduling and meeting outside vendors as needed — virtually or physically
- Oversee quality of contracted work, ensuring all aspects of the contracts are being fulfilled in their entirety
- Monitor third-party software systems for performance issues and planned outages and alert team members of potential issues

COMMUNICATION

- Treat coworkers and colleagues as internal clients, with the same customer service standards that Chowgirls offers guests
- Communicate status of ongoing and new issues, proposed solutions or repairs, and associated costs to management and pertinent parties
- Respond to all IT needs in a timely manner and provide updates via Slack and in person as needed
- Coordinate IT coverage during off hours to troubleshoot emergencies as they arise
- Delegate task oversight in your absence
- Assist with administrative / information flow to other department heads as needed

HUMAN RESOURCES

- Maintain employee privacy at all times
- Keep all Chowgirls information confidential, including internal documents, policies, procedures, recipes, and customer/venue/vendor information
- Always promote Chowgirls in a positive light at the office and in the community
- Present a positive and professional attitude and appearance at all times when representing Chowgirls on social media and at all events

CULTURE

- Participate in Chowgirls training programs
- Cultivate general knowledge of Chowgirls handbook, history, values, and vision
- Guide peers and Chowgirls forward by sharing identified strengths or skill areas of specialization
- Commit to professional development, building a broad portfolio of skills and increasing mastery of current skills
- Uphold Chowgirls' commitment to Diversity, Equity, Inclusion, and Accessibility