**Job Description – Information Technology Support Manager**

**Scholastic Shooting Sports Foundation**

**Location: Remote, Contiguous USA**

**Reports To: Executive Director**

**Status: Full Time, Exempt**

The Scholastic Shooting Sports Foundation (SSSF) is seeking a highly motivated individual to assume the role of Information Technology Support Manager. The successful candidate will have a broad background in IT support and be responsible all aspects of information technology support for SSSF and its members.

The Scholastic Shooting Sports Foundation (SSSF), is a 501c (3) not-for-profit organization and is the national leader in youth development shooting sports programs. Using a combination of education and athletics our mission is to enhance the growth and personal development of student athletes through the shooting sports.

Through a variety of fun, team-based shooting events in both our Scholastic Clay Target Program (SCTP) and Scholastic Action Shooting Program (SASP), we provide student athletes aged elementary through college with a supportive environment where shooting sports serve as catalysts for teaching life lessons and skills that emphasize positive character traits and citizenship values. Throughout all training, practice and competitions, we instill in our participants a commitment to safe firearm handling, teamwork and leadership.

**Job Description**

The successful candidate will be responsible for all aspects of information technology (IT) support for the Scholastic Shooting Sports Foundation, Scholastic Clay Target Program and Scholastic Action Shooting Program. Successful candidate will play the lead role in supporting the organizations' information technology needs.

**Primary Responsibilities Include:**

- Management of helpdesk system to support and provide excellent customer service to SSSF program members
- Working with diverse groups including SSSF/SCTP/SASP management, customers, partners, contractors and other stakeholders to provide support and enhancement of SSSF IT systems
- Managing all aspects of SSSF internal IT and IT assets
- Coordinating IT system training for staff members and customers in a remote environment
- Creating and delivering support documentation, end user tutorials, videos, etc.
- Creating and delivering comprehensive testing and implementation plans for new software and/or enhancements
- Ordering IT hardware, maintaining IT software subscriptions and related support for SSSF staff
- Planning and executing both internal and end-user training
- Interacting with management, staff, membership, contractors and others to execute job duties
- Constantly monitoring and evaluating technology trends and developments
- Some on-call and weekend work will be required

**Desired Qualifications and Experience**

- 2+ years' experience with all end-user aspects of the SSSF SHOT system
- 2+ years' experience in a similar IT support role
- 4-year degree in Information technology, computer science or related field preferred but not required
- 2+ years' experience with MS 365 administration, helpdesk software, relational databases/SQL, WordPress, Practiscore, Mac OS and Windows 10
- Familiarity with current programming languages, database tools and hosting services
- Familiarity and experience with organized youth shooting sports programs, preferably the Scholastic Clay Target Program and/or the Scholastic Action Shooting Program
- Demonstrated ability to be productive in a remote work environment, self-manage and meet deadlines
- Demonstrated ability to work collaboratively with both technical and non-technical people and bridge the communication gap between both.
- Experience communicating well in a variety of settings including in person, web and conference calls
- Excellent organizational skills
- Proven ability to multi-task and prioritize in order to meet deadlines
- Ability to travel up to 10% including overnight and weekends

**Compensation and Benefits**

Starting salary range for this position will be between $50,000 and $65,000 commensurate with prior experience and qualifications. The Scholastic Shooting Sports Foundation offers health, dental and vision insurance plans, 401k, paid vacation, paid holidays and a flexible home office work location.

**To Apply**

Send resume, cover letter, 3 references to Ben Berka via email at bberka@sssfonline.com. Applications will be accepted until the position is filled.