

# Peninsula Humane Society & SPCA

## Senior Information and Security Systems Manager

**Job Title:** Senior Information and Security Systems Manager  
**Division:** IT & Administration  
**Reports To:** Director, Human Resources & IT  
**FLSA Status:** Exempt/Full Time  
**Salary:** \$100K – \$115K, depending on experience

**Summary:** This position oversees all management information systems and security operations, reporting to the division leader while providing strategic guidance to senior management. The role includes managing an IT team that is planned to grow from one to two members within the year. *This is an on-site position.*

**Essential Duties and Responsibilities** include the following (other duties may be assigned):

### Computers:

- Guides team with PC maintenance & upgrade activities
- Regularly reviews inventory of assets
- Provides input on decisions around the need for and purchase software/hardware
- Stays up to date with software development
- Oversees design, installation, and maintenance of local and wide area networks
- Provides strategic viewpoint on data needs and management

### Phones:

- Works with Director around Service Level Agreements (SLAs) to determine best strategic fit for organizations and provides recommendations to senior management.
- Coordinates service with vendors
- Provides training and problem solving for all employees

### Security:

- Provides strategic oversight and determines priorities for all security systems including surveillance and security systems
- Coordinates service with security vendors
- Investigates security incidents by review of surveillance tapes, computer and/or phone records as requested by management
- Monitors systems for compliance with company policies and provides evidence of non-compliance to senior management
- Provides training and problem solving with security concerns to staff as appropriate

- Maintains industry PCI Compliance standards and pass penetration testing

**Other Duties:**

- Actively manages and oversees IT staff to ensure progress towards performance goals
- Provides regular feedback to IT Staff on activities and performance
- Participates in senior management meetings to bring technology issues and get input on decisions
- Crafts and implements a strategic technology plan to ensure the best use of resources
- Active member of the PHS Safety Committee
- Develops and maintains technology department budget
- Oversees and provides input on disaster recovery plan
- Oversees backup systems for organizational data.
- Assesses data risk factors and creates mitigation plans
- Assesses cybersecurity risks, recommends and implements cybersecurity protection measures
- Evaluates organization's systems and determines need for upgrades. Monitors information about upgrades to specific systems and schedules upgrades as needed.
- Responsible for assisting with the build out and maintenance of information systems and technology needed for newly built facilities related to the Saratoga Wildlife Center and La Honda Sanctuary projects.
- Other duties as assigned

**Supervisory Responsibilities:**

Supervises IT team member(s) – Lead ISS Technician & ISS Technician. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training, planning, assigning, and directing work; rewarding and disciplining employee; addressing complaints and resolving problems; developing and evaluating employees' knowledge and skill set.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's degree in Information Systems or Computer Science is preferred, with at least 5 years of related experience in computer systems, telephone, server management and security systems. Preference for nonprofit experience. Equivalent combination of education and experience will be considered.
- Working knowledge of MS Office applications, VMWare, Windows server 2008/2012/2016/2022. Understanding of VMware ESXi virtualization.

- Familiarity with firewall configuration, WatchGuard is preferred.
- Must have a wide knowledge of electronic systems (e.g. printers, laptops, cell phones, security cameras), their operation as well as their uses.
- Upon hire, must pass a background check.
- Possess a valid CA Driver License with a satisfactory driving record to be insured by our insurance company.
- Ability to effectively handle multiple projects and work independently is a must.
- Strong organizational and time management skills.
- Ability to provide positive and constructive feedback to staff, as well as receiving feedback.
- Excellent problem-solving skills. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Superior customer service skills to work with all levels of employees and vendors.
- Excellent communication skills, verbal and written. Proven ability to communicate technical information effectively with individuals who have varying degrees of computer and technology competency. Ability to communicate IT issues to entire shelter when needed.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedures manuals. Ability to write, read and comprehend simple instructions, correspondence, and memos accurately.
- Ability to accurately add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Knowledge of Ring Central phone systems and voicemail or other cloud-based phone systems.
- Stays abreast of systems, programs and technology developments relevant to organization operations.
- Interest in and understanding of the nonprofit industry. Working experience in nonprofit setting is highly preferred.

- Highly motivated toward the welfare and treatment of all animals is a plus.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

They include but are not limited to the following: able to lift and/or move up to 50 pounds; stand or sit for extended periods of time; reach to an arm's length; use hands and fingers to handle or feel; and talk or hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The majority of the work performed is in an air-conditioned office setting and noise level is usually moderate to loud. Occasionally exposed to outside weather conditions. May be exposed to zoonotic diseases. Expected to work outside of normal office hours to perform necessary maintenance of systems, to provide technical assistance during organization fundraising events (4 events per year) and on-call to respond to emergencies (averaging 3-4 times per year). Primarily based in our Burlingame office, with regular visits to our San Mateo office and likely semi-monthly visits to our San Jose and Saratoga sites.

EOE/M/F/D/V/SO