IT Manager

Providence, RI

Full-time · Hourly

The Mission

We're looking for a Technology (IT) Manager to lead the charge in coordinating the required technology and information systems that will allow Urban Greens to operate and enable a great customer experience every day.

You'll provide technical support, maintain technology, create our information systems structure, and address co-op equipment needs. You'll also offer training and support to all co-op staff and teams in achieving goals and working more healthfully and intelligently with technology.

Excited to build a store environment from the ground up? As a member of the store management team, you must be comfortable with ambiguity, able to work autonomously, and energized by growing a team that's looking to create a unique way for communities to participate in the way they eat and shop every day.

What You'll Do

- Select, implement and maintain all technology equipment including but not limited to computers and associated hardware, phones, point-of-sale systems, printers, copiers
- Implement and manage core business information systems, hardware & software licenses, warrantees, service agreements
- Oversee annual tech labor & expense budget, report to the General Manager quarterly on labor, expenses, and goals
- Review systems and recommend improvements as needed; coordinate necessary service and maintenance with qualified/trusted contractors
- Report to the General Manager on tech matters, issues, concerns

- Develop and utilize a method of tracking and prioritizing requests, balancing staff & co-op needs, taking into account both labor and technology budgets
- Champion user support and training of required systems for staff
- Maintain store knowledge base comprised of business documents and processes
- Coordinate technical support during vacations, and other time off
- Become familiar with the products carried at UGFC and where they are located throughout the store; gather product information from training, vendors, and experienced staff
- Support front end customer service
- Provide leadership support in different departments as needed
- Coordinates with Operations Manager to maintain Urban Greens' online presence and operations through managing operations with our website and social media
- Any other duties as assigned by the General Manager

Qualifications

- Experience in end-user technical support & troubleshooting, network/server administration, database administration, web design, and POS system manager
- Work experience in grocery and/or retail
- Supervisory experience
- Proficiency in Microsoft Office and Google Docs
- You'll need to be flexible with your schedule. Your work hours will be based on business needs; able to work nights and weekends. Must be available for on-call emergency support.
- Proficiency working with computers including: possess above-average familiarity with the Mac OS X operating system and Apple hardware; some experience with the GNU/Linux OS; Internet/networking/wireless; Web, e-mail, and file-sharing services; Microsoft Office; Google Docs
- Ability to handle multiple demands, prioritize, and act
- Ability to troubleshoot problems
- Excellent communications skills–clear instructions, attentive listening
- Attention to detail and accuracy
- Willingness and ability to learn to meet the changing requirements of the job
- Ability to handle stressful situations in a calm, effective manner
- Ability to lift and carry 50 lbs

At Urban Greens, we're a food co-op that's owned by members of the community and we're always seeking to create an environment that welcomes and represents every individual. That's why we're proud to be an equal opportunity workplace and an affirmative action employer.

Ready to apply?

Submit a completed application today at **http://www.urbangreens.com/jobs**.