



Job Announcement

Information Systems Manager, Houston (full-time)

Organization and Role

Brighter Bites is a 501(c)(3) nonprofit organization that brings healthy choices into the homes, minds, and mealtimes of families who live in underserved communities. For 16 weeks during the school year and eight weeks during the summer, Brighter Bites provides: 1) 50 servings (~20-20lbs.) of fresh fruits and vegetables to participating families each week, 2) nutrition education taught in the classroom through a train the trainer model, as well as handbooks, recipe cards and healthy tip sheets for parents, and 3) a fun food experience consisting of a healthy recipe tasting for families to try when they pick up their produce.

Since our inception in 2012, Brighter Bites has distributed more than 17 million pounds of produce, in addition to nutrition education materials, to over 40,000 separate families whose kids attend 100 different schools, camps, and after school programs. Brighter Bites currently operates in 6 cities nationally.

Position Description

The Brighter Bites Information Systems Manager is a manager position that will oversee a small team and take a leadership role in developing Brighter Bites' technical infrastructure and data systems. This is an exciting opportunity for candidates looking to transition into a management role. Ideal candidates will have experience working with data-centered systems and software (SQL, data visualization) and virtual Windows servers. The Systems Manager will support applications and systems that are heavily integrated with an SQL database. Duties will include:

- **Manages data and analytics team (30%)**
 - Monitors incoming service channels and ticketing system and delegate assignments to team.
 - Manage staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance.
 - Develops and promotes standard operating procedures.
 - Provides semi-annual recommendations regarding hardware and system software planning and budgeting.

- **Systems Administrator (70%)**
 - Designs, installs, configures, and maintains a virtual operating system server in support of operations requirements.
 - Works closely with Database Developer to integrate other systems with Azure SQL database.
 - Performs software installations and upgrades to operating system software; maintains in accordance with established information technology policies and procedures.
 - Performs programming and script writing to support data infrastructure and reports.
 - Resolves complex procedural, operational, and technical problems.

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brighterbites®

- Ensures data and media recoverability by maintaining a schedule of system backups.
- Helps build and maintain IS knowledge base with thorough documentation of issue resolution.
- Other duties as assigned.

Requirements

- A passion for Brighter Bites' mission and research objectives.
- Experience working with a research group or in academia preferred.
- Education: Bachelor's or Master's degree in any field (technology - related preferred but not required).
- General Experience: Minimum 3 years technical support experience, minimum 1 year managing Windows servers.
- Additional Software Experience: Javascript /Google Apps Script, SQL, HTML.
- Data visualization (Tableau, Power BI) preferred.
- Excellent oral and written communication skills.
- Knowledge required for troubleshooting a broad range of issues with Windows based hardware and software, network connectivity issues, printers, Outlook, and Microsoft Office.
- Must have excellent organizational skills, attention to detail, and follow-through.
- Strong maturity, professionalism, and judgment; ability to complete most work with little or no supervision

Operational and Physical Requirements

- Must be able to lift or move boxes / equipment (up to 40 lbs).

*To apply, please send resume and cover letter to
gregory.bounds@brighterbites.org
with "IS Manager" in the subject line*

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