DERP Denver Employees
Retirement Plan

Powering Your Future, Together.

We are Seeking an IT Manager to Join Our Team

This position is part of our finance and technology team and reports to the finance and technology director. Our ideal candidate is dedicated to their craft and responsible for the efficient operation of our technology infrastructure. The person in this position is expected to be an active participant across our business and work cross-functionally to solve problems and drive success. Additionally, this person owns our technology processes, recognizes that technology has the ability to impact lives, thrives in a rapidly changing industry, and is committed to continued learning in an ever-evolving field.

About Us

The Denver Employees Retirement Plan—or DERP—was established January 1, 1963, to provide a defined benefit plan for eligible City and County of Denver employees in the Career Service, certain employees of the Denver Health and Hospital Authority, and DERP staff. As a trusted steward of the city's pension plan for almost 60 years, we have help thousands of eligible employees build, plan, and live a strong retirement future. We believe everyone deserves to have a strong retirement future and we are committed to providing members a secure DERP Pension Benefit, along with the information, education, guidance, and support needed to make informed retirement decisions on their journey to retirement.

Our office is in the Historic Capitol Hill neighborhood in the heart of Denver, Colorado. We're in the John Porter House mansion which was built in 1917 for Henry M. and Louise Coors Porter of the Porter Hospital and Coors Brewing Company families.

What You'll Do

- Manage, coach, mentor, and champion the IT specialist and create a safe haven to accomplish best work.
  - ✓ Keep the finance and technology director informed of important developments and potential problems, and related information necessary for effective management.
  - ✓ Coordinate and communicate plans and activities with others, as appropriate, to ensure a coordinated work effort and team approach.
- Ensure the efficient operation of DERP's information technology infrastructure.
  - ✓ Maintain a secure infrastructure to protect against cyber intrusion, viruses, malware, and spyware.
  - ✓ Schedule and perform regular software and hardware maintenance.
  - ✓ Perform monthly after-hours security updates to operating system, server and desktop software, and networking equipment or as needed.
  - ✓ Perform data and system backups and ensure data retention expectations are met.
  - ✓ Communicate issues that may affect systems and provide solutions to consider and implement.
  - ✓ Support business users in the effective use of the applications.
  - ✓ Troubleshoot and resolve application functionality-related issues in a timely manner.

- ✓ Collaborate with the IT specialist, business users, and third-party vendors, to identify, research, and solve issues and implement system improvements.
- ✓ Coordinate the evaluation, design, planning, and deployment of new information technology applications and services
- ✓ Identify, recommend, and implement new technologies.
- Monitor, maintain, and troubleshoot all computing, telephony and networking systems and associated equipment.
- Develop and manage the information technology budget.
  - ✓ Manage licensing and negotiate with hardware and software vendors.
  - ✓ Present proposals for projects to management.
  - ✓ Negotiate annual vendor contracts, service level agreements (SLA's), memorandum of understanding (MOU), and required statement of work (SOW).
- Direct the effective delivery and administration of networks, servers, upgrades, and disaster recovery systems and processes.
- Maintain confidentiality regarding information being processed, stored, or accessed by the network.
- Establish and document processes and practices to help contribute to wider team execution and to ensure performance standards are met and/or exceeded including ensuring the protection/security of DERP computer systems.
- Give excellent customer service to internal and external customers through prompt response and courteous communication.
- Understand and apply DERP's governing laws, policies, and procedures.

You'll Love This Role If

- You enjoy working in a fast-paced environment and don't mind rolling with, and juggling, a list of priorities.
- You are a pragmatic thinker who likes to find ways to deliver results and own solutions
- You possess strong interpersonal skills working with non-technical partner teams.
- You believe that through collaboration you, your team, and your co-workers can learn from each other and solve any obstacle or problem you encounter.
- You are trustworthy and can always keep sensitive information confidential.

When You Join Us, You'll Bring

- Bachelor's degree in Computer Science, Information Systems, Business Administration, Mathematics, or a related field.
- Five years of professional information of technology including data and voice communication systems, modern electronic data processing theory, principles, and practices, management information systems, office automation, computerized financial applications, local area networks (LAN), wide-area networks (WAN), personal computers, peripheral devices, client/server network protocols, Internet/Intranet applications, database integration, virtual-private networks (VPN), IPSec tunneling protocols and security.
- Two years supervising IT professionals and/or IT technical staff.

- Strong interpersonal skills
  - ✓ Self-confidence
  - ✓ Problem-solving
  - ✓ Positive attitude
  - ✓ Empathy
  - ✓ Listening
  - ✓ Reliability
  - ✓ Respectfulness
- Ability to communicate effectively with a variety of non-technical internal and external audiences.

What We Offer

- A challenging opportunity and a great team to work beside.
- Competitive pay and work-life-balance.
- An environment where your insights and expertise will be valued.
- A flexible schedule with work-from-home opportunities.
- A defined pension benefit retirement program.
- Health benefits that include medical, dental, and vision insurance.
- Short-term and long-term disability benefits.
- Tax-free health savings and spending accounts.
- Paid time off and paid holidays.

Additional Details

- This is a full-time exempt position.
- You report to the finance and technology director.
- You'll work from our office and remotely.

Position Salary Range – $110,366-$187,623

Starting Pay – Based on your education and experience

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