Job Opening

Job Title:	IT Manager	**Department:**	Operations
Reports To:	VP of Operations and Programs	**Employment Type:**	Regular
Classification:	Full-Time	**FLSA Status:**	Exempt
Location:	Concord	**Date Approved:**	11/1/2026

Who We Are

For 50 years, the Food Bank, made up of a diverse staff, dedicated Board of Directors and passionate volunteers, has been leading the fight to end hunger in partnership with our community and in service of our neighbors in need.

About this Opportunity

The IT Manager supports the day-to-day operations of technology infrastructure, systems, and support at FBCCS, ensuring that staff across both locations have the reliable tools they need to fulfill the Food Bank's mission of ending hunger. Reporting to the VP of Operations and Programs, this role manages vendor relationships and IT security tasks assigned by the VP and helps drive continuous improvement in how technology enables program delivery and operational effectiveness. The IT Manager collaborates across departments to support execution of the technology strategy set by the VP of Operations and Programs, serving as the lead of our managed service provider (MSP) and technology vendor relationships and as the user-facing contact for our technology, software, and training.

Essential Duties

- Lead technology vendor relationships, including the managed service provider (MSP), and implement the technology strategy set by the VP of Operations and Programs. This covers computers, printers, software, connectivity, phones, door access, cameras and other security systems.
- Serve as the primary MSP point of contact. Coordinate support tickets and escalations, monitor service level agreement (SLA) performance and review recurring issues in regular check-ins. Keep the VP of Operations and Programs informed of performance and concerns.
- Administer delegation-of-authority thresholds set by the VP for routine IT purchasing and change approvals across departments. Escalate decisions above the threshold to the VP of Operations and Programs.
- Administer IT vendor contracts and support the IT budget. Use MSP inventory and lifecycle reports to forecast needs and buy ahead of organizational requirements.

- Own the day-to-day staff experience of Food Bank technology, including Microsoft 365, Teams, SharePoint, workstations, phones, printers and line-of-business applications. Work with the MSP and vendors to keep these systems reliable, secure, available and optimized.
- Serve as technical administrator for enterprise applications, including Ceres (Navision) and Salesforce. Manage user provisioning and access, integrations, system performance, change management and platform support. Coordinate with vendors (including Wye and Salesforce partners) and with the MSP on security, hosting and backups.
- Lead the business side of infrastructure projects assigned by the VP of Operations and Programs, such as the SharePoint and Intune migrations to a cloud-only environment, the Privileged Access Management rollout and the network hardware refresh. Coordinate scope, timelines and department impact with MSP engineers.
- Oversee cybersecurity controls with the MSP, including identity management, multi-factor authentication, endpoint protection, network security, backups, disaster recovery and incident response. Support security audits and investigations, and review MSP security, backup and disaster recovery reports.
- Monitor IT infrastructure performance using MSP dashboards and reports. Evaluate proposals for feasibility and recommend process improvements and new or updated hardware and software.
- Deploy and maintain technology policies, standards and protocols, including SaaS acceptable use, and support the Data and AI Governance Lead's AI acceptable-use policy.
- Partner with the Data and AI Governance Lead so enterprise systems support data quality, governance, reporting, compliance and responsible AI use. Provision, secure and budget approved AI tools, and monitor for unapproved AI and SaaS use.
- Coordinate technology training with the MSP, vendors and the Data and AI Governance Lead. This includes new-hire onboarding, refresher training, security awareness, new tool rollouts, and approved AI tools and policy. Salesforce training stays with the Data Committee.
- Translate technical initiatives and MSP recommendations into business terms for the executive team and Board, and help the VP of Operations and Programs with technology communications to Feeding America.
- Attend department and organization-wide meetings, trainings, and team-building events.
- Operate Food Bank vehicles as needed.
- May need to work occasional evenings or weekend days for projects, programs, and events.

Skills and Qualifications

Required

- Three or more years of experience in an IT management environment, systems or network administration, or a supervisory IT role; an equivalent combination of education and experience may be considered.
- Experience in analysis, implementation, and evaluation of IT systems and their specifications; experience supporting or assisting with an information technology budget.
- Knowledge of Excel, Ceres (Microsoft Dynamics NAV), Salesforce, and Microsoft Office 365, including SharePoint, Teams, and Flow; general familiarity with business applications and databases.
- Strong problem-solving skills with highly developed interpersonal and coaching abilities; demonstrated experience building collaborative, trust-based relationships inside and outside the organization.

- Experience coordinating with a managed service provider (MSP) or other outsourced technical vendor, and experience translating technical concepts into business terms for non-technical or executive audiences.
- Familiarity with AI agents and productivity tools, with sound judgment on data security, privacy, and appropriate use.
- Experience training and supporting non-technical staff on technology and software.
- Proven ability to balance multiple projects and meet deadlines.
- A California driver's license and ability to be insured under the Food Bank's insurance policy.
- Genuine commitment to and enthusiasm for working with people of diverse backgrounds, cultures, and lived experiences; a demonstrated ability to engage respectfully and effectively across differences.

Preferred

- Bachelor's degree in computer science, engineering, business, or a related field.
- Experience in a nonprofit, mission-driven, or community-based environment.

Competencies

- **Adaptability** — Remaining effective across changing conditions by welcoming feedback, shifting approaches as needed, and balancing competing priorities.
- **Cooperation** — Engaging colleagues with respect and tact to build productive relationships, resolve conflicts, and collaborate effectively.
- **Dependability** — Consistently following through on responsibilities with accountability, reliability, and a commitment to doing one's best work.
- **Job Knowledge** — Maintaining the technical proficiency and contextual understanding needed to perform one's role effectively and independently.
- **Organization Support** — Upholding the organization's values, policies, and mission.
- **Teamwork** — Collaborating with a focus on collective success by balancing individual and group responsibilities and exchanging feedback openly.
- **Innovation** — Thinking creatively and resourcefully to generate practical ideas that improve how work gets done.
- **Leadership** — Inspiring trust and motivating others to perform at their best through composure, courage, and decisive action.
- **Performance Coaching** — Setting clear expectations, providing meaningful feedback, and supporting staff growth and recognition.

Additional Information

In instances of a federal, state, or locally declared emergency, Food Bank is typically considered an essential service and emergency responder; all its employees may be called in to perform regular or emergent duties.

Work Location

This is an on-site position. Remote work is not guaranteed and may be granted solely at the discretion of the department head.

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Work Environment

This position works primarily in an office environment with occasional access to warehouse and server room areas. The employee may be occasionally exposed to work near moving mechanical parts and cold temperatures. The noise level is generally moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements

The employee must frequently lift and/or move up to 25 pounds. The employee is regularly required to talk or hear, stand, walk, sit, and use hands to finger, handle, and type. Reasonable accommodations will be provided for qualified individuals with disabilities upon request.

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Compensation

This is a full-time, exempt position. To ensure internal pay equity, the non-negotiable starting pay for this position is $112,065

Schedule

This position is regularly scheduled Monday – Friday, but hours outside of the regular schedule may occasionally be required

To Apply

Please send your resume, cover letter, and any supporting documents to hr@foodbankccs.org with the subject line: "IT Manager".

FBCCS is an Equal Opportunity Employer and complies with applicable state and local laws governing nondiscrimination in employment in every location in which the FBCCS has facilities.

We strive to create a workplace and organization that reflects the communities we serve where everyone feels empowered to be their full, authentic selves. Together, we work innovatively to effectively serve our community. Underrepresented groups are welcomed and encouraged to apply.

FBCCS does not have the resources to sponsor visas, nor any open positions eligible for the H-1B program.

For more information about us, please visit: http://www.foodbankccs.org/careers