



Position Opening: Senior Manager, Information Systems & Technology

Description

The Senior Manager, Information Systems & Technology oversees Viristar's information systems and technology strategy development and execution, including IT project management, vendor management, and improvement of Viristar's global online presence, e-commerce, and e-learning technologies.

Job Responsibilities

1. Evaluate, develop and execute the organization's technology strategy
2. Proactively manage, maintain and improve the organization's technology systems
3. Recruit, retain and manage external IT vendors from worldwide sources
4. Manage a variety of technology projects, involving areas such as e-learning platform, e-commerce, CRM, video-based services, and website technologies
5. Ensure the integrity and security of the organization's information
6. Improve performance and integration of CRM, e-learning, e-commerce, marketing, social media, and website technologies
7. Support development of e-learning or other products in multiple languages and in locations such as China with complex IT characteristics
8. Provide clear communication regarding complex IT projects and issues, opportunities and strategies to Viristar Director and other staff
9. Perform occasional website editing, SEO management, video processing and other tasks
10. Ensure highly positive user experience of Viristar technology by current and prospective clients and strategic partners
11. Other
 - a. Participate in strategy, project and staff meetings as applicable
 - b. Document IT-related systems, procedures, issues, plans and results
 - c. Engage in cross-training with other Viristar staff
 - d. Perform other duties as assigned

Viristar's technology stack includes:

- WordPress (Oxygen Builder)
- Moodle (RemUI)
- Custom PHP, JS, NodeJS, and ReactJS applications
- AWS Cloud
- Ubuntu Linux
- Nginx
- PM2
- MySQL

Qualifications

1. Ten or more years' experience working with relevant technologies preferred
2. Fifteen or more years' cumulative professional experience preferred

3. Five or more years' experience managing a multi-disciplinary team or suite of external vendors preferred
4. Certifications such as PMP, AWS or other relevant technologies, indicating continued professional development, preferred
5. Broad general IT skills including with MS Office, Adobe Creative Cloud, and other commonplace software applications
6. Expertise with or ability to learn and use Jira Service Management
7. Capacity to quickly learn new software platforms
8. Experience with IT issues and services provided outside the USA, particularly in Asia, preferred
9. Experience working with a geographically distributed team
10. Experience working with IT vendors in multiple countries preferred
11. Well-developed understanding of clean, professional design
12. Native-level English language proficiency
13. Excellent written and spoken communication skills
14. Excellent attention to detail
15. Outstanding interpersonal, customer service and organizational skills
16. Demonstrated dedication to meeting high standards for quality management
17. Demonstrated problem-solving and analytical skills
18. Ability to successfully work as team member, multi-task, and work independently
19. Ability to work with minimal supervision, and remotely
20. Capacity to handle significant levels of innovation and ambiguity, such as in start-up and young organizations
21. Eligibility to work in the USA
22. Demonstrated interest in outdoor/experiential education or related fields preferred

Compensation

- Salary commensurate with experience; anticipated starting salary range US \$80,000-100,000
- Generous medical and dental insurance, holiday, vacation and leave benefits
- Professional purchase program (outdoor gear)
- SIMPLE IRA retirement plan

Position Type: Permanent, full-time, year-round

Reports to: Director

Location: Remote, anywhere within the USA

Application Closing Date: Position open until filled

Desired Job Start Date: Immediately

To Apply: Email full cover letter expressing your interest and qualifications, along with resume, to staff@viristar.com

Company Description

Viristar LLC is based in Seattle, Washington, USA, the traditional land of the Coast Salish people past and present, and provides training and consulting services to outdoor, experiential, adventure and travel-based programs world-wide. Viristar's four service lines are:

1. Risk management consulting and training
2. Business management consulting
3. Program development, including curriculum design

4. Wilderness medicine training

Viristar has provided training and consulting to organizations in over 50 countries on six continents. Principal products are online outdoor risk management training and outdoor program consulting on curriculum and safety topics.

Viristar offers online training courses which involve a robust set of IT systems, applications and platforms. Training services are currently provided in English, with Chinese- and Japanese-language products in development.

Viristar's employee and contract staff team, currently based principally in the USA and Asia, work remotely.

Additional information on the organization can be found at viristar.com.

Viristar Actively Supports Diversity, Equity and Inclusion

Viristar values diversity, equity and inclusion. We strongly encourage candidates from traditionally under-represented backgrounds to apply.