

**Job Title: Information Systems-Project Manager**  
**Department: Operations/Asset Management**  
**Reports To: Chief Operating Officer**  
**Date: February 25, 2025**

**EEOC Class: Professional**  
**FLSA Status: Exempt**

### Job Summary

The Information Systems Project Manager is responsible for maintaining Midwest Housing Equity Group's ("MHEG") information systems. This person ensures smooth and efficient operations across our various technology platforms. This individual works with MHEG senior leadership (particularly our Chief Operating Officer (COO) and Chief Transformation Officer (CTO)), vendors, IT staff and other service providers to implement solutions that improve our productivity and efficiency. S/he is instrumental in operationalizing our A3 (Automation, Analytics, Artificial Intelligence) Plan goals and is a key player in MHEG's digital transformation initiatives. This individual helps foster strong relationships with our various information systems partners and potential partners.

### Job Duties and Responsibilities

- **Systems Management**
  - Help ensure smooth integration and optimization of our enterprise technology ecosystem.
  - Oversee the architecture and interoperability of key systems, including the Microsoft Power Platform, Microsoft Co-Pilot, Sharepoint, Down Home, and our MRI database, ensuring company operations are efficient and continue uninterrupted.
  - Manage multiple large scale A3 projects including infrastructure updates, custom software development/rollout, database upgrades and agentic AI creation, ensuring the same are completed on time and on budget.
  - Arrange and implement training protocols on business systems, procedures and processes, including A3 projects.
  - Collaborate across the organization to understand the short-, medium-, and long-term A3 goals of each department, specifically understanding the business value, candidate solutions and implementation options to meet those goals.
  
- **IT Systems/Processes/Procedures**
  - Identify, document, refine, and manage the implementation of all A3 initiatives and other business systems projects/goals.
  - Define and enforce architecture principles, standards and best practices, especially as it relates to our data storage and organization.
  - Oversee/enforce cybersecurity policies, risk management and data privacy strategies (including permissions) for all infrastructure, systems and third-party vendors.
  - Coordinate/manage bi-annual Vulnerability Assessment and any required remediation actions.

- Develop process for customization of operating systems and process for third-party service provider, documenting the same.
- Annually review/update, together with legal counsel, IT Policies & Procedures, implement the same.
- **Budgeting/Procurement**
  - With Chief Operating Officer (COO), develop and implement annual IT and digital transformation budgets, ensuring alignment with business objectives and A3 Plan initiatives.
  - Forecast short-term and long-term IT expenditures, including hardware, software (e.g., Journey Team, MRI customizations) and vendor services.
  - Monitor IT spending vs budget and identify opportunities for cost savings.
  - Work with department leads and individuals to assess business needs and recommend solutions to COO to ensure team members have the equipment they need to do their jobs while aligning hardware procurement with budget.
  - Oversee lifecycle management of IT assets, ensuring timely upgrades, replacements and decommissioning.
  - Manage enterprise software and hardware procurement to ensure cost-effective, scalable and secure technology solutions.
  - Lead implementation and onboarding of new business systems, including user training and change management support (e.g., Yubikey).
- **Vendor Management**
  - Together w/ COO, negotiate service level agreements with vendors to ensure cost-effective and high-performance solutions.
  - Act as a point of escalation for IT service between staff and service provider and overall partner with the service provider to improve over time the services they offer.
  - Together with COO and Director of Operations (“DO”), manage relationships/agreements with external IT partners/vendors.
  - Together with COO, secure approval from CEO to implement improvements to processes and systems and implement the same.
- **Other:**
  - Such other duties as may be assigned from time to time.

#### Knowledge, Skill, Licenses, Competency Requirements

- Deep understanding of integration methodologies, including APIs.
- Familiarity with various IT systems and processes.
- Excellent verbal and written communication skills.
- Ability to develop and grow professional relationships.
- Ability to work independently as well as in a team setting.
- Ability to use tact and discretion and maintain confidentiality.

- Strong sense of curiosity and willingness to learn.
- Strong organizational skills; ability to prioritize and handle multiple tasks at any given time.
- Strong analytical skills; attention to detail and accuracy a must.
- Ability to identify and solve complex problems.
- Must possess and maintain a valid Driver's License.

### Education, Experience

- Bachelor's Degree in computer science, information technology, business/operations management or related field or equivalent professional experience.
- Five+ years prior experience in project management and business systems architecture, integration and optimization.

### Computer Skills

- Highly proficient with Microsoft Office, Microsoft Power, MRI, Co-Pilot, Chat GPT and other generative AI technologies.

### Work Environment

Work takes place in a typical office environment equipped with a computer, phone, copier/printer and other standard office supplies.

- Some overnight and day travel is required (e.g., visiting remote offices throughout Midwest, attending conferences)

### Physical Requirements

- Ability to work under pressure, including evening and weekends during peak periods.
- Ability to travel via aircraft and automobile for extended periods of time (i.e., ability to take long flights and drives).
- Ability to work in typical office environment: type proficiently, use a computer, see computer screens and read/comprehend numerous financial, operational, IT and insurance reports.
- When traveling, incumbent may be exposed to varying environmental conditions (e.g., inclement weather, crowded or unsanitary conditions, dirt, dust, construction work).

ACKNOWLEDGEMENT

I have received, reviewed and fully understand the job description for Information Systems Project Manager. I am able to perform the essential functions as described. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described. I have discussed any questions I may have had about this job description prior to signing this form.

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_  
Employee Signature