



IT Application Specialist/Project Manager

The IT Application Specialist/Project Manager is responsible for gathering detailed requirements, analyzing needs, overseeing the planning, execution, and timely delivery of information technology projects while coordinating implementation and providing continual support to DZA team members. The position is hybrid with the ability to commute and work from the Spokane Valley, Washington office on an as needed basis.

Key Responsibilities:

- **Project Planning & Execution:**

Develop comprehensive project plans including scope, timeline, budget, resource allocation, milestones, and risk assessments. Monitor project progress to identify issues, and implement corrective actions to ensure timely planning, implementation, training, and roll-out. Provide support during the transition phase, addressing any issues, and ensuring user adoption of the new system.

- **Application Management:**

Learns and maintains knowledge and best practices of company-specific applications and how DZA uses applications, the application set-up, and application licenses. Internal support to team on application training and troubleshooting specific problems with the assistance of vendor support and IT support. Manages document retention policies and notifications for applications including email purge, shared drives, company intranet, etc. Sets up and manages outside auditor review access.

- **Asset Management:**

Track asset inventory, coordinate life cycle replacements, purchase and distribution of laptops for new hires and life cycle replacements including laptops, monitors, docking stations, keyboards, etc. according to budget.

- **New Hires & Terminations:**

Set-up new hire accounts, test equipment, and deploy new hire workstations and equipment in a timely manner with the coordination and ticket submittal to the IT support desk. Handle the quality and control verification of returned equipment, including ticket submittal to wipe clean the terminated user accounts to the IT support desk and remove user from domain accounts, and promptly activate or deactivate user software accounts upon startup or termination.

- **Quality Assurance:**

Implement quality control measures to ensure the delivered solutions meets functional and technical specifications. Continually develop, lead, and maintain IT policies and procedures. Communicate to team and IT support the status of issues, downtime and update events, and troubleshoots with vendors for solutions. Reviews monthly IT report

to identify DZA team members who may require specific training to avoid recurring IT issues.

- **Risk Management:**

Identify potential risks, develop mitigation strategies, and proactively manage project and security risks. Manages and clears action items from latest HIPAA Security Risk Assessment.

- **Website Support:**

Manages domain. Works with web developer and DZA Admin team on website updates.

Required Skills:

- **Technical Expertise:**

Three (3) or more years understanding of IT infrastructure, software implementation methodologies, networking technologies, AI resources, relevant accounting and technology industry trends, and responsibility within Microsoft 365 cloud solutions and Azure Virtual Desktop preferred.

- **Project Management Skills:**

Two (2) or more years proficiency in project management methodologies, tools, and techniques for planning, scheduling, and resource allocation.

- **Communication Skills:**

Excellent written and verbal communication abilities to effectively interact with diverse stakeholders.

- **Leadership Skills:**

Ability to motivate and manage project teams, build consensus, and resolve conflicts.

- **Analytical Skills:**

Strong problem-solving abilities to identify issues, analyze root causes, and develop solutions.

Education and Experience:

- Bachelor's degree in Computer Science, Information Systems, or related field with proven experience as a project manager, managing complex IT projects from initiation to completion.

Compensation:

- Based on experience, salary range \$80,000-\$120,000
- PTO – 4 weeks
- Paid employee health and dental insurance
- Employer 3% 401k contribution
- Gym membership contribution

Submit resume, cover letter, and transcripts, if a recent graduate, to Lisa Hunter at lhunter@dza.cpa to apply or for additional information.