

Job Description

Information Systems Manager

PACT for West Central Illinois

ESSENTIAL FUNCTIONS

1. Manage existing server environment including Microsoft Windows Server, Microsoft Exchange
2. Utilize Microsoft programs to support the organization, enhance infrastructure, support migration to cloud-based architecture, increase efficiency and reduce information system costs.
3. Provide technology services at all locations including access to cloud-based services, support of mobile computing devices and access for remote users.
4. Set up and configure all network end user and stand-alone systems and peripherals. Install copiers/printers to network and end users as needed.
5. Provide direct training and technical assistance as needed, including engagement of staff at all locations through training and guidance to improve quality of service delivery through more effective utilization of information resources and capabilities. Ensures the health and safety of children and staff during all program activities. Maintains confidentiality of family and program records and information.
6. Respond to user inquiries concerning systems operations and network/internet connections, diagnose system hardware, software and operator issues. Repair hardware when possible.
7. Ensure integrity of organizational information and information system infrastructure through ensuring data security/control, planning and training for business continuity and disaster recovery, ensuring scheduling of upgrades and security backups of hardware and software systems. Maintain off site daily back-ups.
8. Add/remove users to and from the network, including mail server.
9. Support strategic objectives of the agency by planning for information systems 1-5 years out, including evaluating the agency's technology use and needs and recommendation of new strategies, improvements and new hardware and software. Supports the agency's mission and philosophy.

10. Develop an information systems budget on an annual basis, in accordance with the long term plan.
11. Support and improve the accuracy of agency data by the periodic monitoring of data input through review of generated reports.
12. Selects, coordinates with and guides, with the Executive Director and other management staff, the utilization of outside resources and vendors as necessary.
13. Prepares and maintains reports necessary to carry out the functions of the department.
14. Other duties as assigned.

Nothing herein shall be construed as limiting the authority of the Director from assigning such other functions and responsibilities as are necessary to establish and maintain program efficiency and effectiveness.

QUALIFICATIONS

Preferred Bachelor's degree in computer related field with 2 or more years of experience managing a Microsoft server environment, including broad knowledge of computer systems and software.

Requires ability to be trained in specific computer systems and software used by the agency and the ability and willingness to stay abreast of advances in technology. Requires the ability to learn new skills through workshops, conferences, and resources in order to enhance job development skills, including out-of-area workshops and meetings of several days duration.

Requires ability and willingness to follow and comply with written and verbal directions, assignments, and instructions from appropriate supervisory staff.

Requires oral and written communication and mathematical skills sufficient to complete program records and reports, understand written program materials, and communicate with staff, the agency, and the public effectively.

Requires effective interpersonal and oral communication skills, the ability to use abstract reasoning, problem solving, planning, and analytical skills in policy development

Requires the ability to pass a medical examination certifying freedom from communicable disease upon offer of employment.

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Requires the ability to lift, push, pull and carry program materials and supplies in and out of offices, up to 30 pounds, or assess the lift load in order to ask for necessary assistance.

Requires the physical ability to sit for long periods of time at a desk.

Requires knowledge of agency policy, practices, and procedures.

Requires knowledge and experience with automated word processing systems and equipment such as a calculator, copier, fax machine, and telephone.

Requires a thorough knowledge of business English, spelling, and punctuation.

Requires the ability to drive to local businesses for materials and supplies. Requires a valid Illinois driver's license, reliable transportation, and proof of agency requirements for automobile insurance.

REPORTS TO: Executive Director
EMPLOYED: 30 hours per week, 52 weeks per year
SALARY: _____
OVERTIME STATUS: Exempt

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