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| Job Title: | **Information Technologies Manager** |
| Department: | **Administration** |
| Reports to: | **Director of Operations** |
| Grade: | **L** |
| Supervises: | **N/A** |
| FLSA Status: | **Exempt** |
| Prepared by: | **Betsy Rees** |
| Date: | **March 18, 2021** |
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| Purpose:  To provide appropriate support to all agency departments in achieving the agency mission and departmental/programmatic plans, objectives, and requirements through overseeing all aspects of the agency’s data processing and communications systems, including computer hardware, software, integration, and automation of program operations. | |
| Essential Functions:   * Provide information systems planning by keeping abreast of changing technologies as they are relevant to NMCAA operations; work closely with NMCAA administrative and key staff, as appropriate, in practically and efficiently utilizing those technologies. * Using the agency’s procurement process, and in coordination with the appropriate administrative staff approval, purchase computer hardware, software, and supplies based on product research and specific agency and department needs. * Arrange for, oversee, assist, and perform, as appropriate, the following: * Computer system set-up and configuration, software installation, and hardware and peripherals installation. * Analysis of existing and new systems. * Troubleshoot and use systems diagnostics to identify systems problems. * Correct and repair, as appropriate, malfunctioning systems. * Install and properly maintain agency networks, data communications, and other appropriate on-line systems. * Business office system administration and maintenance. * Computer and systems training(s) for staff. * Assist as needed with administration and key staff in developing and keeping relevant department programmatic activities, goals, and objectives related to information technologies in harmony with the overall agency mission, expectations, and philosophy. * Assist in the oversight, maintenance, and modification of, as appropriate, the NMCAA website. Work closely with administrative staff in training and assisting toward maximizing the website’s potential. * Develop and keep current guidance materials for all staff for general and safe computer operations, and for troubleshooting common minor problems on their own. * Assist in the development, maintenance, and modification as necessary, in conjunction with administration staff and NMCAA’s Information Systems Policies and Procedures Manual. * Maintain necessary information systems to provide technical support for staff. * Oversee, maintain, and modify, as requested, agency databases, including agency inventory, computer inventory, IT Work-log, CSFP, and others as needed. * Promote the effective and efficient use of agency equipment and materials. * As they relate to the technology aspect of such activities, assist in ongoing planning and assessment, in program recommendations, in development and implementation of programming goals, and in program evaluation using established Results Oriented Management and Accountability (ROMA) and Strategic Planning methods and activities. * Oversee work and activities of the Information Technology Specialist. * Performs other incidental and related duties as required and assigned. | |
| Position Objectives:   * To ensure information systems within the agency are in good working order and replaced when needed. * To be available when troubleshooting and outages occur to ensure proper remedies are being pursued. * To represent NMCAA in a professional, supportive, and knowledgeable manner. | |
| **Measured by:**   * Cooperation with and feedback from co-workers and management. * Professional representation of the agency. * Efficiently servicing employees. | |
| **Minimum Education:**   * A bachelor’s degree or equivalent in information technologies, related field, or equivalent experience. | |
| **Minimum Experience:**   * Five years’ experience in administration of IT systems. | |
| **Essential Abilities:**   * A commitment to the NMCAA philosophy and mission. * Ability to maintain confidentiality. * Ability to interact positively with co-workers and management in a non-judgmental, tactful, and courteous manner. * Ability to suggest innovative approaches in completing job responsibilities. * Ability to work openly and cooperatively as a team member. * Ability to perform physical tasks to carry out specific job duties. | |
| **Minimum Skills Required:**   * Effective interpersonal, and written and verbal communication skills. * Technical capability. * Strategic thinking * Teamwork | |
| **Minimum Physical Expectations:**   * Physical activity that always requires keyboarding, sitting, phone work and filing. * Physical activity that always requires extensive time working on a computer. * Physical activity that sometimes requires travel by car and/or air. * Physical activity that often requires lifting under 25 lbs. * Physical activity that often requires bending, stooping, reaching, climbing, kneeling, and/or twisting to access computers, files and records. * Physical activity that sometimes requires lifting over 25 lbs. but not more than 50 lbs. | |
| **Minimum Environmental Expectations:**  The Information Technologies Manager position operates in an office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. | |