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| Job Title: | **Information Technologies Specialist** |
| Department: | **Administration** |
| Reports to: | **Director of Operations** |
| Grade: | **S** |
| Supervises: | **N/A** |
| FLSA Status: | **Exempt** |
| Prepared by: | **Betsy Rees** |
| Date: | **March 18, 2021** |
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| Purpose:  To provide appropriate support to the IT Manager and 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. * Recommend information technology strategies, policies, and procedures by evaluating organization outcomes: identifying problems, evaluating trends, and anticipating requirements. * 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, 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, 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, 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, maintain, and modify, as necessary, agency servers, both physical and virtual. * Perform administrative tasks on agency servers and systems, including the following: * MS Exchange server: * Create ad modify staff accounts. * Setup and troubleshoot agency email accounts. * MITEL Phone server: * Create, swap, and manage phone extensions. * Create and manage virtual fax machines. * Setup and maintain voicemail to email. * Manage the agency automated greeting. * Antivirus software: * Monitor regularly, to stay informed of infected systems and infection trends. * Ensure systems are receiving regular, appropriate virus definition updates. * Backup server: * Perform file restorations, as needed, from backup server software. * Monitor to ensure that regular backups are completing successfully. * Act as NMCAA’s system administrator for the DBA FACSPro software, including the following: * Programmatic and funding source creation and maintenance. * Maintain agency Annual Checklist and update documents/forms, as necessary. * Maintain Organizational Standards documentation and update, as necessary. * System user maintenance (create, delete, modify permissions, etc.) * End-user support * Attend regular trainings and seminars to keep abreast with changes in the FACSPro software. * Coordinate with vendors to help accomplish IT and agency objectives. * 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 maintained, as necessary. * 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:**   * Three 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, written, and verbal communication skills. * Ability to diagnose and problem solve computer difficulties. * Strategic thinking ability * 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 Specialist position operates in an office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. | |