

Job Title: Information Technology (IT) Manager or IT Administrator

Supervisor's Title:

Department: Information Technology

FLSA Status: Exempt

Key Relationships:

Internal: All employees

External: Clients, Vendors, and Visitors

SUMMARY OF PRINCIPAL & MAJOR RESPONSIBILITY: Manages HACU's Information Technology processes in accordance with organizational policies and goals. Designs, manages, implements and ensures proper functioning of its IT resources. Helps departments utilize information systems to improve efficiency. Keeps computer equipment, hardware and software updated to meet organizational needs. Handles highly complex IT and telecommunications issues, and accomplishes the goals and objectives using creative and resourceful means that may deviate from traditional methods and practices. Manages all IT and communications-related contracts.

PRINCIPAL DUTIES AND RESPONSIBILITIES (Essential Functions), and other duties as assigned:

- Coordinate information technology needs within various departments with appropriate planning, monitoring, and execution.
- Responsible and accountable for maintaining Windows Active Directory, network security, email services, spam filtering and all aspects of LAN. Utilizes contracted support.
- Responds to and diagnoses computer hardware and software problems.
- Administers and provides support to all IT resource users, including remote locations.
- Responsible for all desktop user support.
- Manages all IT-related contracts, ensuring quality service to IT users.
- Maintains and supports network components. Installs network devices, troubleshoots and resolves network issues.
- Liaison with the following vendors to support existing infrastructure and equipment:
 - Desktop cloud provider
 - Phone service provider
 - ISP
 - Backup ISP
 - ESX database and webpage hosting company
 - IT consulting
- Monitors all IT service tickets for user satisfaction, chronic issues, root cause, and complete resolution.
- Answers employee inquiries concerning systems operations; diagnoses system hardware, software, and operating problems; and recommends or performs remedial actions to correct problems.
- Oversees the installation of hardware and peripheral components such as monitors, keyboards, printers, disk drives, and RAM, following OEM design or installation specifications.
- Purchases, configures, installs and maintains all IT-related hardware and software.
- Reviews and approves IT related invoices for payment.
- Enters diagnostic commands and observes system functions to verify correct system operations.
- Instructs users in use of equipment, software and manuals. Provides training, both individual and group.

- Loads specified software packages, such as operating systems, word processing, or spreadsheet programs, into computers.
- Maintains the software media and license inventory.
- Creates and manages the IT Disaster Recovery Plan.
- Recommends system modifications to reduce user problems, increase user efficiency, and improve application performance.
- Attends technical conferences and seminars to keep abreast of new software and hardware product developments.
- Administer a 50-plus user, IP-based telephone and voice mail system.
- Responds to use inquiries and provides support to IP phone users.

JOB SPECIFICATIONS:

Required Knowledge, Skills, and Abilities (Requirements are representative of minimum levels of knowledge, skills, and/or abilities.)

- Ability to use all modes of communication, such as phone, fax, and the internet.
- Ability to communicate orally or in written form effectively with management, internal and external customers.
- Ability to anticipate and solve practical problems and resolve issues.
- Ability to work and foster harmonious working relationships with co-workers.
- Ability to establish and maintain relationships with managers, co-workers, and customers.
- Ability to read and write in English.
- Ability to read and comprehend technical manuals.
- Working knowledge of Microsoft Office (Word, Excel, Access, Power point).
- Working knowledge of Windows-based client-server networks and applications such as: MS Exchange Server 2003; MS SQL Server 2000 and 2005; and MS Project Server.
- Working knowledge of firewalls.
- Working knowledge of LAN, Cat 5e/6 and structured cabling systems.
- Working knowledge of HTML.
- Familiarity with required support for financial software and customer management software.
- Working knowledge of Outlook.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education, Training and Experience

- Bachelor's degree in information technology or management information systems AND
- Five years' experience in information technology with successive supervisor/management experience, or
- A master's degree in information technology or management information systems or equivalent combination of education and experience.

Computer Software

- Microsoft Access
- Microsoft Excel
- Microsoft Word
- Microsoft Outlook
- Microsoft PowerPoint
- Microsoft Project Server
- MS Exchange Server
- MS SQL Server

Equipment to be Used and Operated

- Telephone
- Computer
- Calculator
- Copy machine
- Fax machine
- Scanner

Physical Demands

While performing the duties of this job, the employee is required to sit or stand for extended periods of time. Shall be able to apply 50 lbs. of force frequently to lift, carry, push, pull, or otherwise move objects. May be exposed to hazardous materials, including chemicals, high voltage, moderate to substantial noise and outdoor elements. Must have clear close-up as well as distance vision and must be able to distinguish colors.

Other qualifications

Must be able to work in a fast paced and customer service-oriented environment; to perform duties under pressure and meet deadlines in a timely manner; to work as part of a team as well as to complete assignments independently; to take instructions from supervisors; to exercise problem solving skills; and to interact with co-workers, supervisors, customers and the public in a professional and pleasant manner.

Safety Responsibilities

Must learn and comply with all safety rules; must use appropriate safety equipment at all times; must immediately report all unsafe condition to supervisors; must be familiar with all safety features or equipment, machinery, or materials encompassed by job duties; and must check with supervisor if there is a question as to the safe procedure to be used for any job function.

Additional Requirements:

Employees must fulfill the performance standards of this position and comply with policies, rules and procedures, including those set out in the Employee Handbook or otherwise communicated (verbally or in writing) to employees.

Work environment

The noise level in the work environment is usually quiet. Work usually takes place in clean, pleasant, and comfortable office settings. Employee will work a standard of 40 hours a week; however, longer hours may be

necessary at times. Conferences and events may take place in hotel and/or convention center settings, and require longer hours of work on constantly changing schedule, including work on weekends and evenings.

GENERAL STATEMENT:

This job description is intended to describe the general nature and work responsibilities of the position. This job description and the duties of this position are subject to change, modification and addition as deemed necessary. Employees are required to comply with supervisory instructions and perform other job duties, responsibilities and assignments requested by supervisors, managers or other HACU officials. The job responsibilities of this position may include cross-training in other functions or positions to ensure satisfactory operation of the department or work area.

This job description does not constitute an employment contract between the HACU and any employee.