Data Year: 2021
Prepared On: 02/10/2021

Department:	IT-FT	Grade:	
Reports To:	COO	Classification:	Exempt
Supervises Direct:		Supervises Indirect:	
Approved By:		Effective Date:	01/01/2010
		Revised Date:	02/01/2021

Role:

Overall responsibility for maintaining the networks, servers, operating systems and communication links. Manage the staff and resources dedicated to supporting office automation, PCs and end-user equipment, network and systems security and database administration.

Essential Functions & Responsibilities:

N	35%	Provides primary support for the company's network and PC/LAN servers which includes planning, implementing, maintaining and troubleshooting network and system hardware and software.
N	20%	Participates in short and long-range planning for the department to select and utilize appropriate technologies to meet the evolving needs of the company and its members.
N	20%	Manages staff responsible for planning, implementing, maintaining an otherwise supporting the VAX system, PC hardware and software products, wide area communications, database systems, network and systems security and access controls.
N	10%	Oversees the maintenance of hardware and software at the company's disaster recovery site and provides technical support for disaster recovery testing.
N	10%	Directs significant special projects as required.
N	5%	Performs other job related duties as assigned.

Performance Measurements:

1. Ensure prompt response to and recovery from systems and network related production interruptions, across multiple hardware platforms, networks and operating systems.

2. Anticipate system and network security/integrity risks and ensure adequate safeguards are maintained to prevent interruptions to service or corruption of systems and processes.

3. Ensure licensed PC software is current by testing and updating software as new versions are released.

4. Keep management informed regarding key operating issues affecting the department.

5. Develop recommendations for cost efficiencies and enhancements to products, pricing and processes by monitoring trends in technology and operations.

Knowledge and Skills:

Experience   Three years to five years of similar or related experience.

Education	(1) A bachelor's degree, or (2) achievement of formal certifications recognized in the industry as equivalent to a bachelor's degree (e.g. information technology certifications in lieu of a degree).
Interpersonal Skills	Motivating or influencing others is a material part of the job. Outside contacts become important and fostering sound relationships with other entities (companies and/or individuals) becomes necessary and often requires the ability to influence and/or sell ideas or services to others. The role requires a significant level of trust or diplomacy.
Other Skills	1. Previous data processing experience including networks, PCs, data communications, mainframe and PC programming and data organization. 2. Technical planning, project management and supervisory experience. 3. Ability to discuss technical issues effectively with other data processing professionals as well as non-technical users. 4. Demonstrated analytical and problem solving skills. 5. Ability to work and travel independently and use general office equipment, give speeches and make presentations.
Physical Requirements	Ability to lift 50lbs and work with IT equipment such as servers, battery units, network devices, and other computer devices. Ability to work under desks/cabinets and on ladders.
Work Environment	Office work environment with datacenter access and some exterior building installs.

This Job Description is not a complete statement of all duties and responsibilities comprising the position.

--   --
Printed Employee Name   Date

Employee Signature