

**TRI-COUNTY COMMUNITY ACTION, INC.
JOB DESCRIPTION**

Title: Information & Technology Department Director	Employment Status: Full-time
Department: Support Services	FLSA Status: Exempt
Salary Class: Grade 9 (Non-Union)	Location: Brainerd, MN

SUMMARY

The Information & Technology Manager is responsible for maintaining and improving technology as it relates to the Agency's programs/services and efficient conduct of business operations. This position primarily provides technical expertise in IT-related decision making, as well as provides technical assistance and support to employees and end users of all technology (computers, phones, iPads, etc.) The Information & Technology Manager will integrate and coordinate Information Systems, internet access, etc. This position also assists in monitoring, maintaining, upkeep and security of the Agency's information technology hardware, software, and data collection systems.

PRIMARY RESPONSIBILITIES

- 1) Develop, implement and coordinate an agency Information Management and Technology plan, including technical analysis of systems and prioritizing goals and strategies.
 - a. Utilize diagnostic tools to verify/assess operations, detect errors and resolve issues.
 - b. Research new technologies and provide recommendations for purchasing and implementing new technologies.
 - c. Ensure timely and efficient access to technology resources (computers, mobile devices, email, printing, applications, data storage, phone systems, etc.)
 - d. Responsible for completion of the Agency's eRATE technology process.
- 2) Purchase, setup, install, configure, maintain and support various agency information technology, including but not limited to: File servers and networks (LAN, WAN and Wireless); infrastructures of hardware, software, connections, printers, phone and communication systems, back up and disaster recovery, virus protection, user management, agency databases, electronic security systems, email, Internet, agency website, mobile devices and licenses/registrations.
 - a. Use judgement in both problem solving and troubleshooting analysis when performing or coordinating outside technical support.
 - b. Communicate effectively with all departments and levels of staff in identifying needs and solving problems.
 - c. Maintain knowledge and expertise of MN Community Action and Headstart data collection systems. Be a resource and trainer to staff on the use of these systems.
- 3) Prepare and maintain appropriate documentation for Information Technology Department.
 - a. Implement and maintain policies and procedures relating to IT systems and security.
 - b. Maintain technology inventories, including equipment, supplies/consumables.
 - c. Be responsible for the disposal of information technology equipment, per the Agency's policies.
- 4) Train staff and end users on essential operations of technology systems.
 - a. Maintain professional and effective working relationships with staff and vendors.

SECONDARY RESPONSIBILITIES

- 1) Travel to satellite offices or classroom locations as needed to carryout duties.
- 2) Assist in integration of marketing strategies for the agency.
- 3) Attend agency staff meetings and training sessions.
- 4) Attend other meetings of the community action network as needed.

JOB SPECIFICATIONS

Education, Experience and Credentials

- Minimum of a two year degree in Computer Science or related field and 3 years of relavent experience required. BS degree preferred.
- Demonstrated technical proficiency and ability to troubleshoot and resolve problems with a variety of systems.
- Must possess valid MN driver's license, vehicle insurance, and willingness to use personal vehicle in the course of employment to travel to each facility location.

Knowledge, Skills and Abilities

- Must possess extensive knowledge and understanding of computer technology, information and communication systems, to include planning, developing, operating, maintaining and evaluating.
- Ability to assess hardware and software capabilities, diagnose failures and apply appropriate problem resolution.
- Ability to use judgment and analysis in providing solutions to technology issues.
- Detail-oriented, organized and applies effective time management skills in order to meet all deadlines.
- Demonstrated interpersonal, oral and written communication skills to interact effectively with a variety of people and personalities inside and outside the organization.
- Able to effectively present information in one-on-one and small group situations to clients, staff and other customers.
- Ability to maintain data privacy and confidentiality.

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB

This position regularly requires standing; walking; sitting; reaching with hands and arms; using hands and fingers to grasp, handle, feel, and apply manual dexterity. The employee must be able to express or exchange ideas accurately and quickly by means of the spoken word, imparting information or detailed instructions to employees, vendors and other end users. Occassionally, the employee will be required to climb, stoop, kneel, crouch, crawl, and twist. Must be able to occasionally lift up to 50 pounds.

TOOLS AND EQUIPMENT USED

Incumbent must be able to use telephone, calculator, scan/copy/fax machines, computers, printers, and other office equipment. Ability to use hand tools, specialized network equipment, and any equipment relative to the Information Technology industry is required.

WORK ENVIRONMENT

The work environment is primarily indoors. Exposure to a variety of weather conditions in traveling outside of the workplace.

BENEFIT OFFERINGS

FICA; Unemployment compensation, if applicable; Workers Compensation coverage; 403B Retirement Plan; Health and Dental Insurance; Life Insurance; Short-term and Long-term Disability Insurance; Paid Time Off (Holidays, Vacation, Sick, or Personal Leave). See employee handbook for more information.

This job description does not necessarily list all the functions or accountabilities of the job. Employees may be asked by management to perform additional duties and tasks. Management reserves the right to revise and update job descriptions at any time.

Employee Signature

Date

Supervisor Signature

Date