

HUMBOLDT SENIOR RESOURCE CENTER

Job Description

JOB TITLE: Information Systems Coordinator
DEPARTMENT: Administration
REPORTS TO: Director of Operations
FLSA STATUS: Non-Exempt/Hourly
APPROVED: **November 2020**

JOB SUMMARY: Assesses the operation of the agency's technical systems for optimal performance. Works with management to identify goals for technology and to implement equipment and software. Manages mobile device data plans. Provides in-house technical help desk support to users and escalates issues to contracted IT support as necessary.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Assesses the operation of the agency's technical systems for optimal performance.
2. Assists with assessing, choosing, and implementing appropriate equipment and software.
3. Fields equipment requests and purchases. Orders and maintain supplies.
4. Assists in the research, testing, and recommendations of future technology for development and/or acquisition.
5. Works with the Director of Operations to determine information system goals. Advises on suitable information system options and related considerations.
6. Maintains asset management including inventory, data entry, and tracking.
7. Sets-up peripheral equipment for users.
8. Manages all mobile devices with data plans (e.g., phones, tablets, wireless internet), including, but not limited to:
 - a. Monitoring and maintaining equipment
 - b. Acquiring, set-up, and assigning devices to users
 - c. Monitoring service plans to ensure they are appropriate for needs and usage
 - d. Overseeing contracts and warranties
9. Serves as the main contact for placing service calls and oversees toner replacement. Helps to arrange and negotiate printer and copier leases.
10. Works with contracted IT support and external network administrators to coordinate information systems and provide support as necessary. Collaboration with contracted IT support includes, but is not limited to:
 - a. Maintaining the agency's local-area network installation, modification, and testing.
 - b. Acquiring software licenses and maintaining their inventory and compliance.
11. Supports users in their understanding of the technological systems necessary to carry out their job duties.
12. Provides in-house technical help desk support to users. Receives and responds to incoming calls

and/or emails regarding problems. Responds to, tests, troubleshoots, resolves problems, and performs repairs in a timely manner.

13. Discerns the need for and escalates support and/or intervention to contracted IT support as needed.
14. Develops and drafts policies and procedures to ensure resources are available to assist employees. Institutes protocols for the use of information systems.
15. Provides feedback to departments to assist their development of software application workflows.
16. Oversees and provides other computer-related services as necessary.
17. Travels frequently between various facilities locations to provide on-site support.
18. Participates in the process of teaching, training, and mentoring student interns, and volunteers working within the program area.
19. Performs other duties as assigned.

EDUCATION &/or EXPERIENCE:

1. High school diploma or GED equivalent required.
2. Must have a post-secondary degree in computer technology or a related technical/vocational discipline.
3. Must have two (2) years of technical experience with computers, network/server management, and help desk support.
4. Experience with both PC and Mac computers preferred.

LICENSES OR CERTIFICATES:

1. Valid California Driver's License, good driving record, and personal auto liability insurance required. Must have a personal vehicle in good driving/operating condition, insured for State minimum liability requirements, and that can be used for the applicable job functions noted above.

PRE-SCREENING REQUIREMENTS:

1. Requires clearance of a DOJ and FBI criminal history background check.

JOB SKILLS:

1. Ability to function effectively within a multi-service, community-based nonprofit agency.
2. Ability to work as part of diverse teams made up of various occupations, collaborating for common goals. Ability to coordinate among multiple department programs and services.
3. Broad working technical knowledge of information systems including software, hardware, and network management.
4. Possess strong technical, administrative, and organizational knowledge, skills, and abilities.
5. Ability to act with integrity, professionalism, and confidentiality.
6. Ability to learn quickly and remain flexible while working in a constantly changing environment.

7. Ability to be service-oriented. Possess an alertness for projects and opportunities to assist others.
8. Ability to self-start and take initiative to identify issues and improve current practices.
9. Ability to be self-directed, work independently, and to self-monitor with limited direction.
10. Ability to manage time effectively and meet deadlines without reminders. Ability to plan and prioritize tasks.
11. Possess attention to detail and ability to maintain a high-quality of work.
12. Possess critical thinking skills. Ability to use good judgment, be resourceful, and solve problems.
13. Ability to be achievement-oriented, seeing projects and/or tasks through from inception to completion.
14. Ability to troubleshoot and repair issues.
15. Ability to maintain strong, effective interpersonal work relationships.
16. Ability to maintain a positive attitude and to act with tact and diplomacy.
17. Ability to be respectful and helpful to others and to work cooperatively.
18. Ability to communicate effectively with others in verbal and written form.
19. Ability to collect, research, analyze, interpret, evaluate, and audit information from various sources. Ability to present information and data.
20. Ability to prepare comprehensive reports, forms, correspondence and other written materials.
21. Ability to understand and incorporate detailed requirements into action plans and implement them.
22. Ability to interpret and comply with various requirements, regulations, and contracts. Possess sound judgement to interpret and apply agency policies and procedures.
23. Ability to represent the agency professionally and effectively in meetings with internal and external stakeholders.
24. Ability to be dependable, follow instructions, respond to direction, and improve performance through feedback.
25. Possess basic recordkeeping skills and ability to maintain accurate files and records.
26. Ability to maintain excellent attendance and punctuality records.
27. Proficient with database software and the latest Microsoft Office applications.

SUPERVISORY REQUIREMENTS:

1. This position has no Supervisory requirements.

PHYSICAL REQUIREMENTS:

1. Physical abilities sufficient to move between different staff work areas, communicate with co-workers and the public, operate a computer, produce reports, talk on the telephone, and travel to other agency worksites.

ANALYSIS OF PHYSICAL DEMANDS:

Key (Based on typical week): **N**=Never; **R**=Rarely (Less than 1 hour per week); **O**=Occasional (1%-33% of time); **F**=Frequent (34%-66% of time); **C**=Constant (over 66% of time)

Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
Lifting/Carrying						Twisting/Turning					
Under 10 lbs.				X		Reach over shoulder		X			
11-20 lbs.			X			Reach over head			X		
21-50 lbs.		X				Reach outward				X	
51-100 lbs.	X					Climb		X			
Over 100 lbs.	X					Crawl			X		
						Kneel			X		
Pushing/Pulling						Squat					
Under 10 lbs.				X		Sit				X	
11-20 lbs.				X		Walk-Normal Surfaces				X	
21-50 lbs.			X			Walk-Uneven Surfaces				X	
51-100 lbs.			X			Walk-Slippery Surfaces		X			
Over 100 lbs.	X					Stand				X	
Other						Driving					
Keyboard/Ten Key				X		Automatic Trans				X	
Fingering (Fine dexterity)				X		Standard Trans				X	
Handling (grasping, holding)				X							
Repetitive Motion-Hands				X							
Repetitive Motion-Feet		X									

The above statements are intended to describe the general nature of work performed. They are not to be considered an exhaustive list of all job tasks performed. The agency reserves the right to change job descriptions, work hours or work sites as required by the program.

The Humboldt Senior Resource Center is a private, non-profit, multi-purpose senior center providing a continuum of social and health related services. The agency currently holds contracts with the California Department of Aging and Area One Agency on Aging.

The Humboldt Senior Resource Center is an equal opportunity employer. We will not unlawfully discriminate against qualified applicants or employees with respect to any terms or conditions of employment based on race, color, national origin, ancestry, sex, sexual orientation, age, religion, physical or mental disability, medical condition, pregnancy, breastfeeding, gender identity, marital status, citizenship status, military or veteran status, genetic information, or other basis protected by applicable Federal or State law.

Employee Signature

Date