

Centennial Mental Health Center, Inc.
Job Description

Job Title:	Information Technology Director/ Network Administrator (LAN/WAN) Webmaster	Job Class:	Administration
Reports to:	Executive Director	Grade:	N/A
Status:	Exempt		

POSITION SUMMARY

Plans, directs, manages and oversees the technology needs of the Management Information System (MIS); coordinates assigned activities with other Center divisions and outside agencies. Identifies the Center's technology requirements, determines and implements optimal solutions to meet those requirements. Acts with minimal supervision and oversight by the Executive Director, with emphasis on consultative and collegial interface.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Consult with other managers and users to determine system requirements. Identify problems, implement changes, and determine software and hardware required to maximize system performance within a given budget. Study available software and make recommendations concerning purchase of software packages from vendors.
2. Write request for proposals, review proposals submitted and develop a comparison of vendor offers for Center source selection. Provide narration explaining cost trade-offs, cross-over points for budget concerns, and reason for recommended vendor. Specifically identify any non-compatibility of vendor's proposed solution with the needs of the Center. Coordinate installation of equipment with ISP, computer vendors, other agencies associated with the Center, or any other involved parties. Contact participants and monitor task completion and budget performance and report results to the Executive Director.
3. Determine future IT requirements for out-year planning. Evaluate current capabilities and develop a plan for upgrading current hardware and software to meet future requirements.
4. Determine website requirements and author pages and content using Java, Flash, and other technologies. Post new sections, pages, and associated documents to the public, corporate, or other websites (such as training, county sub-sites, partner, or consumer websites).
5. Maintain IT hardware (computers, firewalls, switches, etc) inventory tracking including current configuration, location, user, and status. Provide immediate plans for resolving any piece-part failure in the system including work-arounds, cost impacts, and proposed permanent solutions.
6. Using remote access software when possible, configure user workstations (connect shared drives and printers, install IS and other software, and verify operation). "Clean" user workstations before they are transferred to another user so that confidential information is not inadvertently transmitted between users. Maintain disaster preparedness infrastructure by keeping file servers at each LAN updated with the latest forms. Recommends and implements LAN policies and standards and ensures adherence to security procedures.
7. Monitor Internet connections for all Centennial offices to include signal health and throughput. Resolve any problems by contacting all ISP involved or, if necessary, develop an in-house solution. Provide Virtual Private Network (VPN) and Wide-Area Network (WAN) monitoring and status reporting resolving any problems detected.
8. Manage all Internet Security Appliances including all firmware upgrades, VPN settings, license tracking and updating, access control down to individual user workstations, content filter configuration and monitoring, and reporting of bandwidth usage and website access activity (as requested).
9. Monitor virus detection and prevention software on all workstations and resolve any problems individual computers may develop in getting the virus scan software activated. Serve as Centennial's interface with firewall, virus protection, and hardware vendors.

10. Manage all user accounts and passwords for email, File Servers, Novell, IS, and any other protected access as directed. Maintain all procedures for adding users to the systems.
11. Provide on-call help desk for all Center users covering Internet (surfing and email), IS, Operating System, Connectivity (both clear and encrypted), general computing, and other issues. Work with users to resolve any computing problems by E-mail, over the phone, or in person.
12. Establish and maintain effective, collaborative working relationships with Center employees and outside agencies with which the Center is involved.
13. Serve as technical writer for plans, procedures, or any other documents the Center produces.
14. Travel as required and serve as the Center's IT representative in meetings.
15. Perform other job duties as assigned.

SUPERVISORY RESPONSIBILITIES

IT Technician and others as assigned

JOB REQUIREMENTS

EDUCATION

Master's Degree in Computer Engineering or related field. Extensive relevant experience may be considered in lieu of graduate level education.

EXPERIENCE

Ten to fifteen years of experience in the technology field, a minimum of five years supervisory experience, and three to five years experience in a nonprofit environment. Must have extensive experience with the use of spreadsheet, word processing, database, and operating system software.

ABILITIES, KNOWLEDGE, SKILLS

Experience with planning, organizing, and implementing technology projects. Extensive knowledge of computer hardware and software required. Experience with a variety of word processing, database management, and report writing programs. Knowledge of personnel management and supervision techniques. Excellent written and verbal communication skills. Ability to travel within the Center's service area or to other locations as needed.

I have read this copy of my job description, discussed it with my supervisor, and understand my responsibilities.

Employee Signature

Date

Administrative Supervisor

Date