

Memo

To: Program Directors
From: Sarah Childress
Date: January 13, 2021
Re: Position Opening

This position is currently open. Please forward this to your employees.

Job Title: Information Technology Coordinator

Location: Morristown-Central Office

Program: Executive

Position Summary: This position is responsible for maintaining and monitoring all aspects of the IT operations including maintaining networks, servers, security programs, and other Information Technology system. Implement and maintain policies and goals that support the Agency IT need. Ensures computer equipment, hardware, and software are updated and day to day operations is maintained with efficiency.

Duties and Responsibilities:

- Installation, configuration, testing, maintaining, monitoring, and troubleshooting end user workstation hardware, software, networked peripheral devices, cabling, and network hardware and software products.
- Manage servers, including backup servers and associated operating systems and software.
- Manage security solutions, including firewall, anti-virus, and intrusion detection systems.
- Monitor system performance and maintain system according to requirements; troubleshooting outages and issues in a timely manner.
- Perform on-site analysis, diagnosis, and resolution.

- Recommend, schedule and perform improvements, upgrades and repairs.
- Maintain property records of all computer equipment.
- Develops software, hardware, or procedural changes as required.
- Develops data collection plans pertinent to the needs of various programs of the Agency.
- Create and maintain programs for automating systems, including service map by county, central intake form, and employee training library.
- Responsible for licensing management.
- Provide on-going training and assistance to users on the computer systems and software.
- Oversee telecommunication systems, online social media and website.
- Assist with analyzing data collected and entering data.
- Maintains daily computer files and records
- Requests and orders computers, peripherals, software, networking systems, equipment and necessary supplies.

Experience and Skills Requirements:

- A degree or certification in computer science, information systems, or related field.
- A minimum of one (1) year experience in information systems operations. Hands on troubleshooting experience.
- Intermediate technical knowledge of network and PC operating systems.
- Working technical knowledge of network hardware, protocols, and standards.
- Ability to exercise and display good judgement and prioritize duties.
- Must be self-motivated.
- Knowledge of network security.
- Knowledge of applicable data privacy practices and laws.
- Ability to conduct research into networking issues and products as required.
- Must be able to demonstrate knowledge about software development.

Hours and Benefits: Full-time; Non-exempt

To Apply: Send resume to: DCEA Human Resources, Attn: Information Technology Coordinator, P.O. Box 1218, Morristown, TN 37816 or email to awhite@douglascherokee.org.