

YOUR AGENCY NAME

Title: Information Systems Administrator

Reports To: Agency Principal

Job Summary: the Information Systems Administrator maintains the agency's automated information system accurately and efficiently. The Systems Administrator serves as a liaison with the user group and system vendor, trains staff members on system usage, troubleshoots, performs accuracy audits, maintains historical logs and system backup files, and accesses the system's tracking and reporting capabilities. The Information Systems Administrator is also responsible for keeping current on improvements in agency management systems, making recommendations on appropriate updates to hardware, software, technical, and floor plan configurations to insure efficiency, and determining the most cost-effective methods of accomplishing those updates.

Date: mm/dd/yyyy

PRIMARY RESPONSIBILITIES AND DUTIES

System Development and Support:

- Maintains a professional liaison with the system vendor.
- Regularly attends meetings of the system user group.
- Maintains up-to-date understanding of agency management system's functional capabilities, configuration, input procedures, and report capabilities.
- Integrates the agency management system's functional capabilities with the agency's workflow procedures and communicates this to staff.
- Proactively troubleshoots information system problems and responds to service requests by agency staff members.
- Trains staff members to use the agency management system by providing training concerning system functional capabilities, input procedures and requirements including proper codes, reporting capabilities, and methodologies, and proper use and maintenance of system hardware.
- Customizes the agency management system, when necessary, to conform best with an agency's information needs. Implements third-party software where appropriate.
- Ensures the integrity and accuracy of the information within the system by accessing the appropriate system reporting functions and requires staff members to correct discrepancies.

- Maintains historical logs and runs system backup.
- Keeps current on innovations in the systems field and understands how those innovations can improve agency performance.
- Actively solicits staff requests for additional system functionality an/or training.
- Recommends appropriate updates on hardware, software, and floor plan configurations to insure agency efficiency and superior performance.
- Determines the most cost-effective methods in accomplishing software and hardware updates.

Personal and Organizational Development:

- Assists, as needed, and trains staff in preparing and processing necessary reports.
- Performs other tasks and duties, as requested or required.
- Participates in staff meetings to understand and respond to needs of clients and staff with appropriate automation and services.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Expresses ideas and verbally conveys detailed or important instructions accurately and quickly.
- In-depth knowledge of current computer system functions, input procedures, codes, reporting capabilities, configuration, and hardware.
- Understanding of agency workflow procedures.
- Ability to plan and instruct staff members on appropriate system usage during training sessions.
- Ability and flexibility to understand new system capabilities and appropriate applications.
- High School diploma or equivalent, computer keyboarding skills, effective communication skills, organizational skills, and ability to respond to requests effectively and efficiently.
- Ability to carry out detailed written or verbal instructions with multiple concrete variables.
- Ability to understand how and when to gain outside assistance, as needs arise.
- Ability to perform 80% sedentary work, exerting up to 10 lbs of force occasionally, and exerting negligible force frequently or constantly to move objects, including the human body. May be asked to exert up to 20 lbs of force periodically, as needed.
- Physical efforts required to minimally perform the position include fingering as a repetitive activity, grasping, verbally communicating detailed and important information to others accurately and quickly, reaching, standing, and lifting light objects under 10 lbs.

Working Conditions:

- High-pressured, fast-paced environment with significant telephone and personal disruption. Large number of multiple steps in complex system performed with accuracy and speed is essential to the successful completion of tasks.

- This job description is intended to describe the level of work required by the person performing the work of the positions and physical requirements normal to the position. Principal duties outlined are the essential responsibilities and duties and other duties may be assigned as needs arise or as required to support principal duties.
- This description is not intended as a contract and is subject to change and revision as needs arise. Any written contractual agreements will supersede this job description. All requirements may be modified reasonably to accommodate physically or mentally challenged staff members.