Economic Security Corporation
Job Description

Job Title: Information Technology & Communications Director
Division: Administrative
Reports To: Chief Executive Officer
FLSA Status: Exempt
Revision Date: September 17, 2019
Job Classification: Grade 10

SUMMARY

The Information Technology (IT) & Communications Director directs and coordinates local and wide area network activities by performing duties personally or through subordinate supervisors.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Designs, configures, installs, and maintains local and wide area network hardware, software, and telecommunications services such as personal computers, system software, software applications, printers, servers, routers, bridges, switches, modems, cabling and internet service providers.
2. Develops and implements policies and procedures related to network hardware and software acquisitions, use, support, security, and backup.
3. Establishes and maintains network users, user environment, directories, and security.
4. Trains users on software and equipment usage.
5. Responds to the needs and questions of network users concerning their access to resources and the operation of various software programs.
6. Assists in developing and communicating with other departments to report and resolve software, hardware, and operations problems.
7. Communicates and consults with other departments to report and resolve software, hardware, and operations problems.
8. Researches and evaluates new technologies.
9. Negotiates contracts with and coordinates activities of hardware, software, and telecommunications, support, and training vendors.
10. Installs and tests software upgrades.
11. Collects and analyzes network and memory utilization.
12. Develops and implements disaster recovery procedures.
13. Oversees the telephone systems agency wide.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE
Bachelor's degree in computer information or computer networking or computer science from a four-year college or university; or one to three years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS
Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures or governmental regulations. Ability to write information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS
Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER SKILLS
Proficient personal computer skills, including electronic mail, record-keeping, routine database activity, word processing, spreadsheet, graphics, etc.

PLANNING/ORGANIZATION
Ability to handle multiple projects simultaneously.

CERTIFICATES, LICENSES, REGISTRATIONS
Must have a valid driver's license, reliable transportation, and meet Missouri automobile liability minimum requirements.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee frequently is required to sit. The employee is occasionally required to stand; walk, use hands to finger, handle or feel; reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl; and talk or hear. The employee must frequently lift and/or move up to 50 pounds. The employee has

light physical activity performing non-strenuous daily activities of a productive/technical nature. The employee must have manual dexterity to reach/handle items and work with the fingers. Specific vision abilities required by this job include close vision.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The working conditions are well-lighted and/or air-conditioned indoor office setting with adequate ventilation. The noise level in the work environment is usually quiet.

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                  Employee Signature   Date

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                  Employee Name