

TULSA AREA UNITED WAY POSITION DESCRIPTION

Position: IT Manager

Accountability: Vice President / COO

Job Classification: Exempt

Purpose of Position:

Provides a wide range of services for a diverse internal customer base including, but not limited to: network, desktop and software support using Microsoft server and client operating systems; prioritizing, documenting, resolving, and following up on customer issues and requests; collaborating with outside contractors and/or volunteers to research and solve user and business defined issues; and telephony support.

Responsibilities:

- LAN Administration
Maintains the network in good working order. Ensures that all appropriate staff have access to the network and that user profiles are current with the appropriate security/access. Removes access capability of departed users. Installs new or enhanced products on the network or on user PC's. Maintains and procures software licenses. Inventories necessary supplies for network printers. Backs up all file server files daily and ensures that a current backup tape is off-premises at all times. Maintains a detailed inventory of all hardware and software products.
- Staff Support and Training
Assists staff in resolving software-related problems and trains new users in using the hardware and applicable software. Stays abreast of new products and innovations in software and hardware, then makes recommendation to senior management. Determines when external support is necessary to keep the network completely operational.
- Server Operation
Maintains the host servers and attached printers in good working order. Provides staff with access to the host server files through the network. Enters, runs and prints reports, mailing labels and other computer-prepared materials as requested by staff members, including compiling information if needed. Prints checks and maintains check stock in secure location. Purchases and inventories all supplies necessary for the operation of the host computer and attached printers. Backs up appropriate files and folders daily, periodically tests back-up tapes, and ensures that a current backup tape is stored off-premises at all times. Installs application updates provided by the software vendor and may install software and hardware upgrades and enhancements applicable to the servers. After each year-end, performs application software file rollover in accordance with vendor instructions.

Major Working Relationships:

Relates to all other user staff members, hardware, software and computer supply vendors. Serves as an ex-officio member of the Information Services Committee and interacts with volunteer members of that committee. Maintains close working contact with computer professionals engaged periodically by the organization.

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Essential Functions:

- Analyze and resolve end user software configuration and connectivity issues
- Experienced at diagnosing, testing, repairing, implementing and maintaining Windows server and client operating systems.
- Troubleshoot and support network equipment (switches, routers, firewalls, etc.)
- Troubleshoot and support antivirus/anti-spam products.
- Install, support, upgrade, and maintain Windows desktops and their related peripherals (printers, scanner, and etc.)
- Create and modify solutions based upon changing client requirements
- Create and/or update documentation of the system, network, and application configurations, procedures, and anomalies
- Learn fundamental operations of commonly used software, hardware, and other equipment.
- Become familiar with available help resources; stay updated on changes or problems
- Serve as liaison between TAUW and outside resources to resolve issues
- Develop knowledge database, help sheets, and frequently-asked-questions lists.
- Other duties as assigned

Education and Experience:

- Bachelor's degree in Math/Science/Computer Science or related field.
- Appropriate IT experience
- SQL server support experience
- Working knowledge of common operating systems and software applications
- Current technical certifications and/or desire to continue training
- Ability to work with limited supervision while delivering high levels of customer satisfaction
- Strong problem solving skills and ability to interact with a diverse user base
- Excellent inter-personal relations and verbal/written communication skills
- Ability to prioritize and meet deadlines
- Strong analytical and logical reasoning skills must

Performance Criteria:

- Minimal host computer and network downtime
- Timeliness and accuracy of report production
- Interdepartmental staff relationships
- Adequate maintenance and recovery of backup files
- Computer supplies cost control
- Adequacy and condition of user profiles with attention to appropriate security levels