ANNE GRADY CORPORATION

JOB CLASSIFICATION:	IT Manager
DEPARTMENT:	Administration
TITLE OF POSITION:	IT Manager
IMMEDIATE SUPERVISOR:	Executive Director
NORMAL WORKING HOURS AND SCHEDULE:	As Assigned

JOB DESCRIPTION AND WORKER CHARACTERISTICS

KNOWLEDGE, SKILLS, AND ABILITIES: 1) Any combination of education and experience equivalent to a Bachelor's Degree and two (2) years of experience in information technology and systems; 2) Specialized training and certification as required; 3) Ability to prioritize tasks and work under deadlines; 4) Ability to understand and carry out plans; 5) Knowledge of documentation and graphing strategies preferred; 6) Knowledge of commonly used concepts, practices, and procedures in the computer field; 7) Knowledge of Microsoft products and associated hardware; 8) Ability to lift 50 pounds and sit for extended periods of time.

POSITION RESPONSIBILITIES

1. Responsible for coordination of all services and troubleshoots problems for personnel computers, copiers, the network, laptops, printers, fax machines, tablets, terminals, scanners, phone and phone systems, cell phones, and all other related equipment and software.

2. Manages the maintenance on all communication and IT equipment to include those mentioned above and maintains current inventories of equipment and supplies as needed.

3. Helps evaluate, assess and recommend resources for enhancement maintenance and/or improvement of equipment and assists with purchase of equipment and supplies.

4. Assist with installation, modification and testing of new systems software and hardware to ensure operational status of computer network and assures that staff service request for hardware, software, or user support are documented and responded to within appropriate timeframes.

5. Maintains network, Internet and Intranet and provides for enhancements when available. Performs system backups and coordinates with Solana on access to their secure servers and data administration.

6. Prepares and presents end user training sessions as directed and maintains and updates software licenses and keeps them on file.

7. Continuous review of the overall security system as it relates to the network, email, and all data. Stay current and make recommendations on security measures as needed to address the ever changing cyber threat environment.

8. Participate in special projects as assigned by the Executive Director.

9. Working with management by ensuring all necessary IT equipment and connections are fully up and running at all times at all locations both existing and newly acquired in the future.

10. Participate as an active member on the Anne Grady Services Management Team.

11. Ensures that individuals are free from abuse and neglect to the extent possible and reports to a supervisor immediately knowledge of any situation that may infringe or may have infringed on an individual's right to be free from abuse and neglect.

12. Exemplifies Corporation philosophy and follows all policies and procedures.

13. Performs related responsibilities, activities, and duties as required.

List of positions directly supervise.
If more than eight, list totals only.

IT Coordinators

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Signature of Employee Date

Form Pr-105

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Signature of Department Director

Revised: 09/22/21
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