

Technology Systems Manager

REPORTS TO: Operations Director

FLSA STATUS: Exempt

STATUS: Full-Time, 52 weeks, 40 hours per week

SAFETY SENSITIVE: No

Job Summary:

Install, configure, and maintain the organization's LAN server and workstations and manage performance and security of LANS. Work with multiple hardware and software platforms.

Essential Functions:

The Technology Systems Manager will ultimately be evaluated on a combination of skills, dispositions and behaviors, some of which are related to the specific service area of this position and others that represent general expectations of all our agency employees.

The Technology Systems Manager responsibilities chiefly fall within the following essential functions, although s/he may perform other tasks and/or duties as assigned. The Technology Systems Manager will demonstrate competency to perform essential functions that include:

1. Assure installation, configuration, and administration of all agency network equipment
2. Assure maintenance and use of computer lab
3. Assure maintenance of agency web site
4. Assure maintenance of agency telephone system (VOIP and analog telephone systems).
5. Maintain agency accessory supplies and equipment such as printers, fax machines, copiers, cellular phones, tablets, PC's, PDA's, etc.
6. Assure maintenance of all agency computers and software
7. Research, propose, bid, and purchase new computer and network hardware and software
8. Plan network infrastructure to accommodate growth and changing organizational needs
9. Research emerging technologies and their impact on the agency
10. Maintain agency vehicle fleet
11. Maintain security systems at all agency facilities
12. Maintain, manage, and coordinate agency servers, anti-virus protection, and firewalls.
13. Gives input for the hiring, suspending, recalling and discharging of employees
14. Adjusts employee's grievances
15. Responsibly directs employees
16. Supervise Computer Technician
17. Be available to staff for regular discussions both in person and by telephone and electronic mail
18. Provide and/or ensure on-going formal and informal computer training is provided to staff

Minimum Requirements:

- AA/AAS degree in information systems or related field or equivalent certifications and/or experience. All education must be from an accredited institution.
- Four years managing/supporting systems and staff in Windows server, virtual environment, PC network environment.
- Three years providing computer training experience in the classroom or other formal setting, Microsoft and CISCO certification preferred.
- Requires advanced computer skills.
- Arizona's driver's license, proof of insurance, fingerprint card, and Social Security card, and provide a vehicle for program business.
- Health Questionnaire is required at hire and will be updated every 3 years.
- Employee must be able to speak, read, write, and understand English.

Knowledge, Skills, and Abilities:

- Knowledge in monitoring systems, project management, cultural and ethnic diversity, contract procurement & accounts receivables management, maintenance of technology, vehicle fleet equipment, furniture, fixtures, facilities systems, security systems, and grounds and structures required.
- Ability to work independently and collaboratively under strict time frames; work with complex and sensitive information.
- Communicate in a professional manner with internal and external customers both orally and in writing.
- Possess excellent organizational skills to prioritize a complex work load, and function as an effective

- team member.
- Demonstrate the understanding of CPS reporting system, signs and symptoms of child abuse and neglect.

Physical Requirements:

Able to perform the following physical requirements of the position with or without reasonable accommodation: critical sensory requirements include general vision; specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Hear or listen in the normal range (corrected) and speak and give directions clearly. Able to walk, sit, stand, kneel, crouch, crawl, reach, lift, carry, push, pull or otherwise move objects up to 50 lbs., and occasionally lift and/or move up to 80 pounds.

Working Conditions:

Work is performed in a classroom/office setting where minimal exposure to injury exists. Hours of work will generally be during regular business hours and average at least 40 hrs. per week. There will be work variations in work hours due to employee special projects, deadlines, and other concerns. PGCCS employees have the possibility of exposure to blood or other potentially infectious materials through collateral duty to their routine work assignments, such as rendering first aid if need arises, and seldom exposure to vibration, toxic conditions, odors, dust, mold and poor ventilation.

Acknowledgment:

This job description describes the general nature and level of work performed. The employee may be required to perform other job-related duties. All requirements are subject to change over time. I am fully qualified for this position, and can perform the duties as described. I understand that PGCCS is an Affirmative Action/EEO/At-Will Employer and that PGCCS reserves the right to revise this job description as necessary.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job and my questions have been answered thoroughly.

Employee Signature

Date