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## Position Information: Information Systems Manager

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**Supervised by:** Information Systems Director

**Supervises:** None

**Salary:** Manager II

**Classification:** Exempt

**Terms of Employment:** Regular-Full Time

**Job Goal:**

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To assist in providing support in the maintenance of agency hardware and software for personal computers and networks and application training and support for UMCHS staff, children and parents

**Essential Responsibilities:**

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- Update software on computer systems as needed
- Provide technical assistance and training for staff, children and parents on the use of computers, programs, and Internet/e-mail. This includes specialized applications such as ChildPlus, Financial Edge, GroupWise, as well as other business applications
- Assist in the installation, configuration, and administration of all agency computer and network equipment
- Handle technical support requests submitted through the online Support Ticket System
- Ensure that the documents on the network are up to date on the website at all times
- Maintain the UMCHS, Inc. website to provide information about UMCHS to staff, parents, and interested members of the public using WordPress as the CMS.
- Monitor agency Facebook account and coordinate with staff on updates and issues
- Assist in troubleshooting network issues
- Assist in researching emerging technologies that could benefit UMCHS
- Assess user skill levels and help decide on appropriate training approaches

**General Staff Responsibilities:**

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**Employees of UMCHS aspire to the following:**

- A commitment to the agency's mission, vision, and values;
- A commitment to equipping children and all who care for them for lifelong success
- A commitment to excellence in everything we do;
- A commitment to positive performance and a welcoming culture;
- A commitment to outcomes, measured results and quality improvement;
- A commitment to innovation and to what is possible.

- Program Participation and Team Member
- Be present at work in order to provide consistency of services
  - Arrive to work on time; punctually attend and actively participate in all required activities, meetings, and trainings.
  - Be a respectful, cooperative, and reliable team member and participant in program activities.
  - Project a professional work image, both in dress and manner.
  - Demonstrate familiarity with employment policies, performance standards, work plan and commitment to mission and values in the performance of daily duties.
- Standards of Conduct
  - Perform all work in compliance with UMCHS Standards of Conduct.
- Improve self-skills and education
- Fulfill role as mandated reporter as stated in Child Abuse and Neglect Policy
- And or any other duties deemed necessary by your supervisor

## **Education Requirements:**

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- AA/BA in Computer Science, Computer Information Systems or a related field
- Certifications: CompTIA A+ (preferred)

## **Experience and Skills Requirements:**

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- Experience in managing and supporting systems in a networked environment
- Ability to work with many individuals as well as groups of individuals
- Ability to coordinate and/or conduct training sessions
- Adequate means of transportation

## **Physical Requirements:**

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The physical demands and work environment described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is required to:

- Sit for long periods of time with daily use of computer screen;
- Do tasks involving repetitive arm and hand movements, such as word processing/keyboarding.
- Occasionally required to stand, walk and reach with hands and arms;
- Make precise arm-hand positioning movements and maintain static arm-hand positions
- Lift and move heavy and/or bulky computer equipment or other objects weighing up to 50 lbs.
- Ability to drive a private or Agency vehicle; must possess a valid driver's license and personal automobile or provide a plan that will allow fulfillment of position requirements
- Perform detailed and repetitive work such as data entry, completion of forms, and verification of computer reports

*Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*

## **Work Environment/Conditions:**

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Work is normally performed in a typical interior/office work environment.

Job tasks are performed in close physical proximity to other people

## **Safety:**

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Apply safe practices in the performance of duties

- Reporting of unsafe or hazardous working conditions and/or any injury immediately
- Complying with Agency safety standards
- Participate in emergency drills
- Promote a culture of safe environments in the workplace

## **Agency-Wide Requirements:**

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- Current enrollment in the Child Care Division's Central Background Registry
- Current physical examination, drug screen, and TB screen documentation prior to hire
- Ability to drive a private or Agency vehicle; must possess a valid driver's license and personal automobile or provide a plan that will allow fulfillment of position requirements. A DMV Record check will be conducted prior to hire.
- Desire to work with low-income children and their families
- Communicate effectively with staff, families, children, and the public using the telephone and in face-to-face, one-to-one, and in group settings
- Fluent in English both verbally and written

***Umatilla-Morrow Head Start, Inc. Is an Equal Opportunity Employer***