INFORMATION SYSTEMS ADMINISTRATOR

AGS VISION STATEMENT

Transforming society through Social Interest in Action

AGS MISSION STATEMENT:

Training human services professionals to facilitate healthy and fulfilling lifestyles for people, organizations and communities through graduate education and community involvement

JOB TITLE: Information Systems Administrator

GENERAL STATEMENT OF DUTIES: Responsible for the development, maintenance, and operation of information systems

SUPERVISION RECEIVED: Reports to the Director of Information Technology

SUPERVISION EXERCISED: No assignments

ESSENTIAL FUNCTIONS:
Maintains and directs use of data management systems, such as learning management system (currently Moodle), student information system (currently Sonisweb), and assessment management system (currently Live Text)

- Assists with new account creation in Outlook 365 and data management systems
- Works with faculty to create courseroom pages in Moodle
- Generates student rosters for online classes
- Builds online course evaluation surveys
- Contacts new online students by e-mail, over the phone, and in person, prior to class start dates to offer technical support
- Tests and monitors information systems to evaluate use, effectiveness, and adequacy for users

Tests hardware before class sessions and meetings

Answers, evaluates, and prioritizes incoming telephone, voice mail, e-mail, and in person requests for assistance from users experiencing problems with hardware, software, networking, and other computer-related technologies

Collections information about technical problems and leads users through diagnostic procedures to determine sources of error

Handles problem recognition, research, isolation, resolution, and follow-up for routine user problems, referring more complex problems to supervisor

Prepares evaluations of information systems and submits recommendations, including policies and procedures, to management

Develops training materials and procedures and conducts training programs for users

Develops/implements plans to safeguard information systems against accidental or unauthorized modification, destruction, or disclosure, and to meet emergency data processing needs

Assists with monitoring, updating, and managing the website/content management system

Assist with social media and communication databases, such as Constant Contact, Facebook, Linked In, and bulk e-mail

Provides technical support to students, staff, and faculty as appropriate

Regular attendance at meetings for which this position has volunteered/been assigned.

Regular supervisory meetings with Director of Information Technology

Serve effectively as an ambassador for AGS and its mission

Other tasks as assigned

REQUIRED QUALIFICATIONS AND ABILITIES:
To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities necessary for this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Bachelor's degree in Computer Science, Information Technology, or a related field, or other relevant professional training

Three years of work experience with information systems in a Microsoft environment

Working knowledge of database administration

Ability to define problems, collect data, establish facts, and draw valid conclusions

Ability to understand and manipulate a data management system, both entering and retrieving data and troubleshooting for others using the system

Ability to be attentive to details, be accurate, and be precise

Ability to multi-task and organize workflow, manage multiple projects, and handle frequent interruptions

Interpersonal skills that facilitate both internal and external communication

Ability to communicate in a professional manner, both verbally and in writing

Ability to work effectively both independently and with colleagues in a team-oriented atmosphere

Commitment to attendance and punctuality, consistently being at work and on time

Ability to demonstrate dependability by following instructions, responding to management direction, taking responsibility, keeping commitments, and completing tasks on time

Ability to ask for and accept help, when necessary

Ability to work effectively with students and staff with diverse learning styles, languages, and cultural backgrounds

Ability to understand the role of information systems administration in the organization and to maintain appropriate professional boundaries

Commitment to current best practices and unyielding ethical practice

PREFERRED QUALIFICATION:
Experience working in a non-profit or higher education organization

Experience with information systems common to higher education, such as learning management systems, student information systems, and assessment management systems, as well as administrative systems, such as those used for accounting, payroll, and human resources

PHYSICAL/MENTAL 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.

Ability to work some evening, weekend, and on-call hours

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, and feel; and talk and hear. The employee is frequently required to stand; walk; reach and bend. The employee is occasionally required to climb or balance; stoop; kneel; crouch; and crawl.

The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus

ENVIRONMENTAL/WORKING CONDITIONS:
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.

Work will include some evening, weekend, and on-call hours

Work is performed in an educational environment and involves frequent contact with students, alumni, faculty, staff, and the public.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities, and working conditions may change as needs evolve.

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May 2017