

SITKA TRIBE OF ALASKA
Job description
INFORMATION SYSTEMS MANAGER

Exempt:	Yes	Salary: Grade 10 (\$29.53-\$33.81)
Benefitted:	Yes	Hours: 8:00-4:30 pm M-F
Department:	Administration	Reports to: Deputy General Manager
		Approved by: General Manager

I. SUMMARY

The Information Systems Manager is responsible for planning, coordinating, and managing all Information Systems-related functions, and associated work, for the Sitka Tribe of Alaska.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

A. Supervision and Authority

This position may supervise an on-call or intern technician.

B. Administrative Support

- Identify equipment that we need to purchase by working with the various departments. Working with the Service Provider, purchasing all IT-related equipment, computer supplies, and printer toner supplies, ensuring quotes are obtained and paperwork completed.
- Assist staff with all IT purchases and installations of Information Systems and related equipment as requested by the Service Provider.
- Pull reports from the Service Provider's inventory tracking system as needed for Deputy General Manager and/or other Administrative staff
- Develop and Conduct employee IT training programs (instruction manuals and how-to's). Prepare IT tips to go out in weekly emails from GM.
- Work closely with the Deputy General Manager and Service Provider on all IT-related issues

C. Information Systems Duties

- Work directly with contracted IT Service Provider to oversee the operations and maintenance of all computer systems for the Sitka Tribe of Alaska
- Manage the daily operations of the IT department, analyzing workflow, establishing priorities, developing policies/procedures and standards, and setting deadlines
- Working with IT Service Provider, assist as needed in maintaining the IT infrastructure, network, servers, desktops, laptops, wireless (including iPad support), e-mail configuration, surveillance, telephone system, and administration of technical equipment, such as video projectors, printers, etc., their inventory, storage, and setup
- Provide problem-solving analysis duties as well as technical and administrative support for all computer systems within STA departments
- Assist daily with any troubleshooting issues

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D. General Duties

- Meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and resolve problems
- Create and maintain Sitka Tribe of Alaska's website page and associated sites; work with a representative of each department to ensure their page is updated monthly, if not more frequently
- Respond to inquiries, requests, and comments in a courteous and timely manner
- Create and update a "desk manual" for the position
- Perform other duties as assigned

E. Meetings, Reports, and Other

- Keep the Deputy General Manager informed about future projects, issues, and duties
- Keep current with innovations in the IS field; obtain certifications and training on an ongoing and as-needed basis, specifically Tribal IT related conferences
- Attend STA all staff meetings
- Participate in STA all-staff events, which may occur after hours or on weekends, including but not limited to the annual picnic, Annual Meeting, Children's Christmas party, and Native American Heritage Month activities

III. MINIMUM QUALIFICATION REQUIREMENTS

Education/Experience:

- Graduation from a college or university with a Bachelors degree in Computer Science, Business Information Systems, or a related field
 - Considerable experience in the implementation of Information Systems
- OR
- Any equivalent combination of experience, education, and training that provides the knowledge, skills, and abilities necessary to perform the work

The ISM should have at minimum one of the following certificates or their equivalent upon hire:

- Comp TIA A+
- Comp TIA Network + Certificate
- Cisco Certified Network Professional

If ISM possesses only one of the above certificates, ISM must work toward attaining the remaining certification while on the job.

Skills and Abilities:

- Thorough knowledge of computers and computer-related products
- Knowledge of the current practices and principles involved in the installation, repair, customization, and implementation of computer and information systems
- Ability to communicate well with others both orally and in writing, using both technical and non-technical language
- Ability to analyze information and be able to report findings with realistic recommendations based on department budgets, department needs, and department direction

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- Ability to balance competing priorities to achieve goals and work under pressure
- Ability to work independently with minimal guidance, take initiative, work as a team player, and manage multiple tasks
- Ability to maintain complete confidentiality of all information obtained, whether seen or heard
- In previous employment, demonstrated ability to be a reliable worker

Criminal Background Check

This position requires full compliance with the STA Criminal Background Check ordinance. All candidates for this position must consent to a criminal history record check, submit fingerprints, and submit a separate application for suitability. No individual may fill this position:

- Who has been convicted of any crime involving a sexual offense;
- Who has ever been convicted or plead no contest to two misdemeanors or one felony crime involving theft or dishonesty.

The individual who holds this position is required to report any violation of a criminal statute within one working day of the charge or conviction to the individual's immediate supervisor.

Drug and Alcohol-Free Workplace

This position is required to comply with the Sitka Tribe of Alaska's Drug and Alcohol-Free Workplace Ordinance. This position therefore is subject to drug and/or alcohol testing if the immediate supervisor has reasonable suspicion that the employee has reported to work under the influence of a prohibited drug used unlawfully or under the influence of alcohol.

IV. PREFERENCE

Native preference in hiring applies as outlined in the STA Hiring Policy and Procedure and the STA Employee Handbook.

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