

ASSISI HEIGHTS POSITION DESCRIPTION

DEPARTMENT: Administration

POSITION: Information Systems Technician

GENERAL SUMMARY

This position is responsible for providing consultation, coordination, and operation of the computer systems and related equipment in Congregational Offices, for the staff, and Sisters at Assisi Heights. Behavior will reflect the Mission of the Sisters of St. Francis to ensure a homelike quality of life for the Sisters. Assure confidentiality at all times with issues relating to residents, guests and fellow employees.

ESSENTIAL FUNCTIONS

- Coordinates and supervise the maintenance, repair and upgrade of computers and information systems, including the negotiation, purchase and installation of computer hardware, software and related equipment
- Purchases computers, printers, and other peripheral devices
- Coordinates phone systems, negotiates rates, schedules necessary contractors, and installs in offices and Sisters' residential areas
- Manages server network directory structures, controlling accessibility to information to assure security of confidential information in the business office
- Administers the corporate account for internet access and email accounts
- Maintains inventory of email accounts, user names and confidential passwords
- Contacts Mayo for the maintenance of wireless or Ethernet connections
- Insures proper licensing of software
- Completes the installation of appropriate software and troubleshoots problems
- Maintains a complete and accurate inventory of computers, peripherals, software, and other related supplies
- Maintains security through the setup and monitoring of firewalls on individual systems
- Communicates with other departments, committees and employees about computer needs, budgets and deadlines
- In collaboration with the Treasurer, determines and monitors the annual capital budget for hardware and the operational budget for the department
- Authorizes or approves additions of software and/or hardware on all systems
- Assures proper disposal of hardware and software
- Keeps abreast of new trends in computer and related technology

OTHER FUNCTIONS

- Attends appropriate workshops, seminars, and classes
- Participates in appropriate meetings and committees and other duties as assigned by the Director of Facilities

COMPETENCIES AND/OR SPECIAL REQUIREMENTS

- To perform the job successfully, an individual should demonstrate the following competencies:

Attendance/Punctuality	Teamwork	Dependability
Customer Service	Safety and Security	Motivation
Attention to Detail	Problem Solving	Efficiency
Friendliness	Confidentiality	Person Centered Living
Philosophy		

- Must pass a background investigation, including a criminal history investigation.

QUALIFICATIONS

- Associate's or Bachelor's degree in Information Systems, Computer Science or related field required.
- 3-5 years' experience in computer preferred or valid combination of education and experience.
- Proficient knowledge of computers, peripherals and related equipment required.
- Good time management skills with the ability to handle multiple tasks at one time.
- Ability to communicate effectively and clearly with various groups.
- Ability to comprehend and utilize professional education materials.
- Ability to work independently and as a team player.
- Ability to maintain a high level of confidentiality.
- Ability to instruct others on computer operation and various software.

WORKING CONDITIONS

- Objects frequently required to be lifted, pushed, pulled and/or carried weighing up to 25 lbs.
- Standing, walking, bending, stooping, lifting, stretching, pushing, carrying, climbing, kneeling, grabbing, auditory and visual acuity, color discrimination and manual dexterity required on a daily basis.
- Work requires a large extent of verbal communication.
- Work requires use of computer keyboard and mouse.
- Generally 30 hours per week, requiring flexible work schedule as needed.
- On-call responsibilities may be included as needed for special projects or emergency situations.

ACCOUNTABILITY: Reports to Director of Facilities

POSITION LEVEL: N-10

FLSA: Non-Exempt

DATE UPDATED: November 2022, May 2025

SIGNATURES:

The above statements are intended to describe the general nature and level of work required of this position. This is not meant to be an exhaustive list of all responsibilities, duties and skills required.

Employee: _____ Date: _____

Director: _____ Date: _____

Leadership: _____ Date: _____