



Job Description –IT & Communications Specialist

Reports To: CEO

Facilitate the implementation of project team management and communication software solutions throughout the agency. Monitor use of systems and provide training and coaching as needed. Analyze systems and provide reports and plans to management as needed.

Duties and Responsibilities:

1. *Zoom*
 - 1.1. Assist in the facilitation of internal Zoom based training sessions, staff meetings, and community forums.
 - 1.2. Provide initial training in the use of Zoom to management staff and provide coaching as needed.
2. *Microsoft Teams*
 - 2.1. Facilitate focus groups to determine best team structure for agency
 - 2.2. Implement Teams in coordination with OPCS IT contractor – JNR Networks
 - 2.3. Train Management in the use of Teams.
 - 2.4. Monitor use of Teams and offer coaching to management as needed.
3. *Office 365*
 - 3.1. Analyze user needs and current user experience of OPCS network file structure.
 - 3.2. Develop an Implementation Plan
 - 3.3. Facilitate the Implementation of an improved file structure in Office 365.
 - 3.4. Monitor use and provide coaching as needed.
4. *Sharepoint*
 - 4.1. Facilitate the implementation of Sharepoint to improve the user experience and promote access to current forms and files.
 - 4.2. Implement an internal website for communication and file access for all staff.
5. *Website*
 - 5.1. Update the agency website as needed and/or monitor updates by web contractor.
6. *Information Technology.*
 - 6.1. Write, monitor, and update the agency IT Plan
 - 6.2. Keep the CEO and others apprised of any necessary changes or improvements to the plan, and ensure the plan is updated, reviewed by Executive Staff, and approved on an annual basis.
 - 6.3. Participate in quarterly IT business meeting with contracted IT – JNR Networks
 - 6.4. Review project quotes from IT contractor and issue and review Requests for Purchase as appropriate.
 - 6.5. Order equipment and maintain inventory of agency computers, phones, tablets, copiers.
7. *Other duties as assigned.*

Qualifications:

1. Prefer 5 years direct experience.
2. Strong knowledge in the Windows OS and Server operation systems, core desktop/server applications and configurations, Office365, Networking, and Audio and Video Conferencing required.
3. Strong organizational, oral, written, and listening skills.
4. Veteran status, bilingual Spanish, and/or American Sign Language a plus