FOSTER & ADOPTIVE CARE COALITION

FOR EVERY CHILD... A PLACE TO CALL HOME

Information Technology Generalist			
Department:	Operations	**Date Prepared:**	03/28/2024
Prepared by:	Quintella Ivory	**Reports to:**	Director of Information Systems
FSLA Status:	Full-Time, Exempt		

Summary of Position

The Information Technology Generalist will be responsible for managing a broad range of responsibilities supporting various components of the Coalition's infrastructure and systems to ensure smooth operations.

This position reports to the Director of Information Systems and collaborates closely with the Technology Manager on day-to-day operations.

The Coalition is interested in hiring an Information Technology Generalist with relevant experience in these core competencies and will determine the salary range upon the candidate's experience and qualifications

Essential Functions & Responsibilities

- The Information Technology Generalist's key functions will align with ensuring ongoing data and asset protection, software and hardware support, technical support and training for staff members, and special projects as assigned. Attention to detail, technical proficiency, customer service, problem-solving skills, and adaptability will be necessary for the success of the Information Technology Generalist.

Data and Asset Protection

-
- Implement and reinforce security measures to protect the Coalition's data and assets, including data storage, backup, and recovery. Ensure data integrity, security, and compliance with relevant regulatory requirements.
- Assist with identifying non-compliant areas and implementing solutions.
- Manage internal and external security measures and processes to protect stakeholder information.
- Review and update the file server structure and permissions to accommodate changes in organizational requirements and data management practices.

Software and Hardware Support:

- Research, evaluate, and recommend recent technologies, processes, and tools to meet the organization's changing needs.
- Assist in the selection, implementation, and integration of software solutions to meet the organization's requirements. Work closely with stakeholders to understand their needs and customize solutions accordingly.
- Stay updated on emerging technologies and trends in the IT industry.
- Assist with the management of mobile devices via Microsoft Intune.
- Track software licenses and hardware in asset management solution.

Project Management:

- Plan timeline and document detailed process for hardware and software upgrades.
- Mentor and train team members on new processes and provide quality assurance for successful rollouts.
- Lead or participate in IT projects from initiation to completion, coordinating with cross-functional teams and external vendors to ensure successful implementation within scope, budget, and timeline constraints.
- Identify opportunities for process improvement and efficiency gains within the agency. Propose and implement innovative solutions to enhance productivity and streamline operations.

Technical Support

- Provide prompt and courteous assistance to end-users experiencing hardware, software, or network-related issues.
- Utilize troubleshooting techniques and diagnostic tools to isolate root causes and determine appropriate solutions.
- Document troubleshooting procedures, solutions and best practices for reference and expansion of the knowledge base.
- Communicate technical concepts and solutions in a clear and understandable manner, fostering positive relationships with end-users.

Training and Support

- Collaborate with all stakeholders across the organization to facilitate the onboarding and offboarding processes for employees.

-
- Maintain documentation of IT systems, processes, and procedures. Develop training materials and conduct training sessions to enhance staff members' technology skills and promote effective use of technology resources.
- Support the adoption of and adherence to the agency's Security and Awareness Initiatives for protecting stakeholder information.

Agency Accountability

- Complete daily activity log.
- Maintain an up-to-date Outlook calendar.
- Adhere to the Coalition's Shared Values, Employee Code of Conduct, and Employee Code of Ethics.

Department Specific / Non-Essential Functions

- Other duties as assigned with or without accommodation.
- Supports the Coalition's mission – attends special events, training events, and other "all hands-on deck" activities.
- Answer and respond to phone calls, emails, and inquiries regarding the Coalition services while in the office. Complete ongoing education and training as approved by or assigned by supervisor.
- Support other agency program staff as necessary to meet agency goals

Qualifications & Requirements

Education

- Bachelor's degree in computer science, Information technology, or related field.

Experience, Skills & Qualifications

- 2-5 years working in information technology or related roles with a solid understanding of security concepts and technologies.

Additional Skills/Competencies necessary to carry out services to the service population's culture and socio-economic characteristics

- Requires an understanding of diversity (racial, ethnic, religious, socio-economic, etc.) as well as sensitivity to the situations of the children and families the organization serves.
- Stresses a respect for the confidentiality of the children and families the organization serves.
- Requires a clean criminal history.
- Must fulfill the responsibility as a mandated reporter in the State of Missouri.
- Behaves with integrity, demonstrates high ethical standards, and displays a positive image of the Foster and Adoptive Care Coalition.
- Demonstrates accountability for results and keeps commitments to others.

•

Organizational Relationships/Scope

This position reports to the Director of Information Systems. Collaborative consultation will be sought from all teams.

Working Conditions

- This position entails work in the community and office.
- While performing the duties of this job, the employee is required to communicate effectively.
- The physical requirements of this job include sitting, standing, walking, climbing stairs, lifting to 25 lbs., pulling and/or pushing on occasion.
- Use of automobiles for local travel to multiple sites may be required.
- The Coalition office is considered home-base with primary office hours Monday-Friday 8:30 AM – 4:30 PM CST.
- This position requires flexibility. Evening and weekend hours may be required to meet the expectations of this position.

Agency Shared Values

Employees of the Foster & Adoptive Care Coalition agree to hold themselves and their colleagues to the following values:

- **Equity:** We insist on fairness and respect. We are deliberate in ensuring everyone has safety, opportunity, access, and support to be heard.
- **Family:** We are family. We are connected and support one another in meeting the needs of our own families and the families we serve. We assume the best and are committed to each other.
- **Diversity:** We celebrate differences and harness the power that diversity brings. Every viewpoint is heard and honored. We are stronger because of our differences.
- **Innovation & Excellence:** We are intentional about knowing better and doing better, using innovation and solution-focus approaches with courageous passion and excellence.
- **Inclusion:** We respect, leverage, and engage everyone's unique strengths and talents so each individual can contribute to their full potential.
- **Integrity:** We are an agency built on integrity, maintaining a culture of trust, respect, transparency, and honesty. We walk in our truth and uphold ethical standards.
- **Courage:** We stand up for each other and what is right for our clients and stakeholders with truth, vulnerability, and accountability.
- **Teamwork & Collaboration:** We develop and maintain authentic relationships by being flexible and open-minded and maximizing the strengths of everyone in the team to accomplish the best outcome for our children and families. Everyone contributes to leadership.

•

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of employees assigned to this position.

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for this position. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under all conditions as described.

Printed Employee Name:		**Date:**	
Employee Signature:			