Position Title: Assistant Systems Manager

Reports To: Sylvia Ford Brown, Chapter 13 Trustee

Job Description: This position is considered to be highly technical. The person occupying the position is expected to become involved in all essential operations of the office. Ninety (90%) of daily work will include assisting the Director of Computer Services with the following:

- Assists in directing Information Technology (IT) operations including computer operations, technical support, system analysis, database management, programming, telecommunications, and controls all day to day (IT) functions
- Assists in managing Windows Servers, (Application Server, Web Server, and Print Server), dedicated to running the Chapter 13 Software, manages Telephone Systems and Office Security System (access control, surveillance)
- Assists in managing LAN/WAN performance and security including router firewall and VPN service programming
- Assists in developing and providing content for the organization’s Website
- Assists in providing training for all office personnel on computer software and hardware. This includes Chapter 13-related software, as well as other software essential to the functions of the Office
- Assists in recognizing new developments in information technology, and anticipates organizational modifications
- Complete administrative and managerial tasks as assigned
- Work on specific projects as needed

Requirements: **1-2 years of experience working with computer hardware systems required.** Candidate must have excellent communication skills and willingness to work in a team environment. Candidate must have a working knowledge of Windows Server 2012 and Windows 10. Candidate must have the ability to work extended evening and weekend hours on occasion.

Skills and Abilities: Can identify and analyze complex issues and problems and recommend and implement solutions. Detail oriented.

Education: 2 -4 year degree in Information Technology or Computer Science. A background and credit check is required.