

Information Systems Coordinator

TITLE: INFORMATION SYSTEMS COORDINATOR

SUPERVISOR: INFORMATION SYSTEMS MANAGER

FLSA: NON-EXEMPT

PURPOSE OF JOB: To assist in mainframe and server implementation, training, maintaining, and upgrading. To assist in the purchasing process, installation, maintenance, and repair of Company software, printers, desktop computers, laptops, telephone systems, cell phones, tablets and plans, switches, scanners, cameras, and handheld devices.

ESSENTIAL FUNCTIONS OF THE POSITION:

- Responsible for all facets of the Telephone system from purchase to implementation, to maintenance and repair. Responsible for changes, additions and deletions of users, extensions, huntgroups, holiday schedules, and scheduled meetings.
- Responsible for quarterly System/Nonsystem saves of the iseries
- Responsible for the creation and running of monthly reports and month end reports
- Responsible for administrating iseries console commands, installing ptf's, nightly saves for APC and United Water, maintenance, repair and upgrades. Responsible for assisting end-users with questions, changes and concerns
- Responsible for Iseries installation, data transfer set up, security and authority, and service pack upgrading of Access Client for end users
- Responsible for Internet planning, set-up, installation and upgrading
- Responsible for E-mail configuration changes, additions and deletions
- Responsible for installation, upgrading, naming and saving reports on Real Vision (RVI) Software daily.
- Responsible for upgrades to modem software and radio firmware for Company Vehicles
- Responsible for User and Role Setup, changes and deletions for employees on the CRC Portal. Responsible for contacting member services with any additional service needed. Daily updating from the Milsoft Database to CRC.
- Installation, configuration, and upgrading of Showcase Software on Client pc's and iseries. Responsible for creating reports
- Responsible for purchase, installation, maintenance, and repair of desktop and laptop hardware and software
- Responsible for purchase, installation, maintenance and repair of printers and hardware
- Responsible for keeping a log of PC purchases and maintenance
- Responsible for keeping a log of all Company Software/Hardware
- Responsible for Installation, upgrading, and checking Company Anti-Malware Software/Portal
- Responsible for upgrading iseries Antivirus and checking weekly reports of scans
- Responsible for emailing or faxing programming concerns and follow-up to Milsoft
- Installation, configuration and upgrading of all Company software
- Responsible for keeping a log of modem locations and phone numbers
- Responsible for company cell phone hardware and plan additions, deletions and changes on the portal
- Responsible for Itron User additions, changes and deletions on the Server and handheld hardware and software
- Responsible for set up, changes and deletions of Windows Servers
- Responsible for set up of SQL Servers
- Responsible for Company Cyber Security
- Responsible for participating in Ransomware and Cyber Security Threat Training
- Responsible for Audit Logs of Company Computers
- Responsible for selection, participation, and changes of yearly Pentesting, and/or Vulnerability Scans
- Responsible for weekly backup of Server Databases
- Responsible for quarterly bare metal Server backups
- Responsible for Windows Updates for Servers
- Assist United Water with iseries, Daffron Software, printer & pc concerns, and creating reports

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- Configuring, managing changes, and posting press releases to Company website using WordPress
- Implementing and monitoring Companywide information security training via KnowBe4
- Building and maintaining relationships with third party vendors and service providers
- Responsible for Company Security Cameras and Devices
- Assist the Information Systems Manager as needed

MARGINAL FUNCTIONS OF THE POSITION:

- Attend essential meetings (safety, departmental, etc.)
- Perform other duties as requested

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to assist qualified individuals with a disability to perform the essential functions of this position.

JOB QUALIFICATIONS:

- Minimum of an Associate's Degree
- Experience in the following: AS/400, PC's, Internet and software installation
- Ability to be attentive to detail and accuracy
- Ability to treat information confidentially

PRINCIPAL CONTACTS:

Inside the Company: All employees

Outside the Company: Local Water Business Office, Milsoft, CRC, Clevest and other consultants

COMPLETED TRAINING:

NOTE: This job description is intended to provide a summary of the type and level of work performed by a person assigned to this job. Management reserves the right to change or add additional duties to the job description as necessitated by business needs.