



## Job Description

**Job Title:** Information Systems Specialist

**FLSA Status:** Full Time, Non-Exempt

**Department:** Catholic Charities Community Services

**Reports to:** Director of Information Systems

**Supervisory Responsibilities:** Yes \_\_\_\_\_ No X

**Summary:** The Information Systems Specialist is responsible for providing help desk and end user training and support for all CCCSOS' Orange County staff. Responsibilities include the daily operation of the Chemical Dependency Program's management information systems, TIER and the Employee Assistance Program's system, Med Comp.

### Essential Duties and Responsibilities:

**Assist and provide back up support to Director of Information Systems in the following areas:**

1. Hardware and software installations.
2. Analyze, troubleshoot, and solve hardware and/or software problems in stand-alone or networked environments.
3. Assist and provide back up support to Assistant Director of Information Systems in the following areas:
  - a. Maintain integrity of SQL database
  - b. Provide remote desktop and on-site end user technical support and end user training for all staff.
  - c. Training and education of staff in the use of data tracking systems
  - d. In-house computer equipment, set up, maintenance and support
4. Develop, test and implement new Crystal Reports as needed.
5. Provide training to all Administrative Assistants including evening staff in Tier, the verification process including but not limited to Daily Service Reports, Deposit Reports and the Non-Final Saved Report.
6. Provide Tier training for new clinical staff, including but not limited to scheduling and clinical documentation.
7. Create and maintain Tier user manuals.
8. Maintain Active Directory.

9. Assign new staff with Tier logins.
10. Work with Netsmart Customer Support Staff to resolve Tier issues, track outstanding support tickets.
11. Manage email accounts for part time and per diem staff.
12. Coordinate with Finance Department to reconcile cash deposits for CD Clinics.
13. Install and configure systems, networks, printers and scanners.
14. Maintain logs of repair and updates.
15. Assist with equipment inventory.
16. Assist with maintenance upgrades (i.e. software, etc.).
17. Assist network users with network services.
18. Perform other related functions as required.

**Position Type and Expected Hours of Work:**

This is a full-time position. Days and hours of work are generally 9:00 AM to 5 PM Monday - Friday. Additional hours may be required to meet program deadlines, or client needs.

**Working conditions and physical demands *required*:**

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Constant hand-eye, mind-eye coordination.
- Ability to lift 30 pounds.
- Sitting, standing, walking, talking, bending, lifting, and stooping are required.
- Climbing stairs.
- Enter and exit buildings to outdoors on a constant basis to gain entry to other buildings.

**Qualifications**

**Education and/or experience *required*:**

Applicant must have:

- A minimum of three years experience in computer information management, plus expertise in Microsoft Office, familiarity with SQL/Crystal Reports, windows systems, software applications and network equipment.
- Associates degree in Computer Science or Information Systems preferred.

**Skills, Licenses, and/or competencies *required*:**

- Proven competence in hardware set-up and troubleshooting.
- Proven competence in ability to coordinate education and training of staff on computer MIS System.
- Strong communication and interpersonal skills.
- Ability to maintain harmonious relationship with staff and accountability.