

CAREER OPPORTUNITY



Title: IS Supervisor (Northern Counties)

Hours: Full Time (37.5 hours per week, Exempt position)

Brief Description:

Coordinate and supervise the Northern Counties' Information Systems including implementation and the ongoing operations of client and cloud-based information systems. Provide support and guidance to IS Specialist. Find solutions to needs and issues for the agency, users, and the Information Systems. Will maintain HIPAA Security Expert certification.

KEY RESPONSIBILITY AREA MAIN DUTIES (Not all inclusive)

I. Network Administrator

1. Responsible for the installation, upgrade, and maintenance of all components of the Information Systems. Hardware such as: servers, phone system, laptops, printers, and other hardware. Software such as: onsite applications and offsite systems.
2. Investigate, troubleshoot, and fix problems as they occur, and support IS ticket system.
3. Contact and work with contractors and ODA concerning networking, hardware, and software issues.
4. Write and implement IT and HIPAA policies/procedures to meet ODA and agency guidelines.
5. Implement and revise as needed disaster plans for the agency.
6. Support IS Specialist with issues and tasks as needed.
7. Test new versions of software as needed and coordinate the installation of new versions and updates in a timely manner.
8. Apply the HIPAA regulations to the Agency's policies and operations.
9. Complete yearly network assessments and audits as needed for HIPAA.

II. Program Support / Data Analysis and Reports

1. Create, maintain, and support custom programs in Apricot and Mon Ami cloud database systems.
2. Create and maintain custom input screens, reports, and user security.
3. Work with vendors help desk for any issues that need resolved.
4. Maintain user security and processes for database access.
5. Modify and maintain custom structure of record retention system – DocRecord.
6. Assist with other agency database applications like Sage, Quick Books, and EZClaims.
7. Work to create and maintain data records for program statics, data analysis, reporting, and data management.
8. Collect usable department data and records from the IS ticket system.
9. Backup data processing.

IV. Informational Sharing

1. Regularly attend and actively participate in meetings as required, such as weekly Director/IS meetings and agency meetings.
2. Describe IS Dept. projects and status updates.
3. Respond to requests for data from funding sources, by deadline imposed by funders.
4. Answer questions and requests for information from auditors.

V. Supervision of IS Specialist

1. Collaborate with Director on recruiting, hiring, orienting and ongoing supervision of IS Specialist.
2. Appropriately coordinate responsibilities with IS Specialist.
3. Build and lead a collaborative team environment.

VI. Staff Training

1. Available to all agency staff during normal business hours, to answer all questions pertaining to agency hardware, software, and IS processes.
2. As new programs are introduced to agency staff, coordinate &/or provide training and support to staff.
3. Supervise, monitor, and provide sufficient continuing education and support services to meet job responsibilities and contribute to realization of agency mission and objectives.
4. Maintain HIPAA certification and assist with any questions or issues.
5. Provide annual security training and HIPAA refresh training.

MINIMUM EDUCATION, KNOWLEDGE, AND EXPERIENCE:

- Required associate degree in computer-related field or related certification, with experience including user support
- Proficiency with computer applications, as well as general computer hardware and software knowledge to troubleshoot and support other agency programs.
- Experience working with and resolving issues with local vendors/contractors, telecommunications vendors.
- Understanding and knowledge of relational databases and report generation. Preferred some knowledge of: VPN's, NIST Cybersecurity framework, PIMS (ODA application), Apricot (Social Solutions), Right Fax, DocRecord, Bitlocker Encryption, and web-based applications.
- Ability to operate computer equipment, manipulate computers, monitors, printers, as well as use tools, such as screwdrivers, etc.
- Maintain HIPAA certification.
- Valid Ohio driver's license, access to dependable transportation

All interested candidates should send a resume with salary requirement to:

Human Resources, Catholic Social Services of the Miami Valley, 922 W. Riverview Ave., Dayton OH 45402

Or e-mail to jobs@cssmv.org Or fax to 222-6750