

**COMMUNITY OPTIONS, INC.**  
**JOB DESCRIPTION**

**Title:** Senior Information Technology Director

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**Classification:** Full Time, Non-Exempt

**Department:** Information Tech.

**Reports To:** Chief Financial Officer

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**SUMMARY OF RESPONSIBILITIES**

The Senior Information Technology Director is responsible for the strategy, implementation, and maintenance of the information systems of the company. This includes overall responsibility for the deployment and support of the following infrastructure services: network and network based services, operations and platform services, data management services, client and mobile device services, telecommunications services, IT security services, backup/disaster recovery services, PC/desktop support services, and help desk operations.

**ESSENTIAL FUNCTIONS**

- Defines the infrastructure strategy required to support a successful and growing business. Evaluates and makes recommendations regarding new technologies, tools and techniques (virtual, cloud computing, etc.) that would benefit the company.
- Presents a clear picture of issues related to the information systems to the President and Chief Financial Officer, outlining possible solutions and indicating advantages and disadvantages.
- Uses creative solution to technology and systems challenges with optimum cost and benefits outcome.
- Leads the development of technology standards and technology architecture.
- Recommends new approaches, policies, and procedures to effect continual improvements in efficiency of department and services performed.
- Provide technical support and guidance to 30+ remote sites located across the United States.
- Responsible for ensuring the deployment, maintenance, support and upgrade of servers, client and mobile devices, desktop/laptops, hardware, software, operating systems and distributed printers.
- Hands-On support and administration to Windows Servers 2003/2008, desktop PC's, laptops, Blackberry and cell phones.
- Streamline all data control for all local offices to National office.
- Back up system support to HOT SITE capabilities.
- Write VB.NET programs.
- Transfer accounting information from Medicaid Billing system to AccPac and Microsoft Navision software.
- Maintain multiple generations of remote sites daily backup onto external disk drive and send an email alert if an error occurred.

- Participates in developing long and short-term department goals, objectives, and systems.
- Manages the IT Director and Network technician. Responsible for coaching and development of staff under direct supervision.
- Develop and manage vendors and negotiate and review related contracts.
- Complete accountability of IT support, asset control, and network support.

### **NON-ESSENTIAL FUNCTIONS**

- Maintains and reviews leasing contracts for all copiers.
- Maintains the wireless telephone contract for effective pricing and support.
- Manages all equipment for full asset control.
- Obtains information from professional sources to expand knowledge.
- Attends conferences, seminars and training as necessary.
- Other duties as assigned by the President and Chief Financial Officer.

### **KNOWLEDGE AND SKILLS**

- Cloud services expertise
- Symantec Backup Exec. 12.5
- Window Server 2000, 2003, 2008, 2012
- Windows Xp and 7
- Active Directory Users / Groups
- Visual Basic & Visual Basic Script
- SQL
- Configuring Juniper routers / VPNs
- Configure maintain and upgrade First Class Mail Server 9.1
- Microsoft Access
- Microsoft Nav Dynamics
- Revenue billing systems
- Project management skills with broad experience in design, development and deployment of infrastructure technology solutions
- Full knowledge of servers, and current storage capabilities
- Excellent interpersonal and communication skills
- Ability to present facts and recommendations effectively in oral and written form
- Excellent time management skills and ability to prioritize
- Understanding of organizational dynamics

### **EDUCATION AND WORK EXPERIENCE**

- Masters Degree preferred in Information Technology, Bachelor's degree required.
- A minimum of 5 years experience as a technology expert in a complex environment.

### **WORKING CONDITIONS**

- Occasional travel to local offices and regions in other states.

- Ability to work in a fast paced environment, handling multiple tasks.
- Occasional overtime required throughout the year.
- Minimal hazards, general office working conditions.

**EMPLOYER’S RIGHTS**

*This job description does not list all the job duties. Occasionally, a supervisor or manager might request that you perform other duties. Management’s evaluation of your performance is based on your performance of the tasks listed in this job description and these other duties.*

*Management has the right to revise this job description at any time. The job description is not a contract for employment. Therefore, either you or the employer may terminate the employment relationship at any time, for any reason.*

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Employee:

Date:

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Manager:

Date: