

**JOB TITLE:** Information Technology Director **Grade:** \_\_\_\_\_  
**DEPARTMENT:** Administration  
**REPORTS TO:** Agency Principal  
**FSLA STATUS:** Exempt

### **SUMMARY:**

The Information Technology Director maintains the agency's automated information system accurately and efficiently. This position serves as liaison with the user groups and system vendors, trains staff members on system usage, troubleshoots, performs accuracy audits, maintains historical logs and system backup files and accesses the system's tracking and reporting capabilities. The IT Manager is also responsible for keeping current on improvements in agency management systems, making recommendations on appropriate updates to hardware, software, technical and floor plan configurations to insure efficiency, and in determining the most cost-effective methods of accomplishing these updates.

### **Primary Responsibilities and Duties:**

- Responsible for System Development and Support.
- Maintains a professional liaison with the system vendors.
- Regularly attends meetings of the system user group, keeping them current on changes, new processes etc.
- Maintains up-to-date understanding of agency management system's functional capabilities with the agency's workflow procedures and communicates this to staff.
- Integrates the agency management system's functional capabilities with the agency's workflow procedures and communicates this to staff.
- Proactively troubleshoots information system problems and responds to service requests by agency staff members.
- Trains staff members to use the agency management system by providing training concerning system functional capabilities, input procedures and requirements including proper codes, reporting capabilities and methodologies, and proper use and maintenance of system hardware.
- Customizes the agency management system when necessary to conform best with an agency's information needs. Implements third-party software where appropriate.
- Ensures the integrity and accuracy of the information within the system by accessing the appropriate system reporting functions and requires staff member to correct discrepancies.
- Maintains historical logs and runs system backup.
- Keeps current on innovations in the systems field and understands how those innovations can improve agency performance.
- Actively solicits staff requests for additional system functionality and/or training.
- Recommends appropriate updates on hardware, software, and floor plan configurations to insure efficiency and superior performance.
- Determines the most cost-effective methods in accomplishing software and hardware updates.

- Responsible for set up of new employees with proper ID and software appropriate to the position including computer, telephone and voice mail, as well as deleting same in the event of employees termination or resignation.
- Coordinate ordering/placement of computer, telephone, fax, copiers and other equipment as needed for all employees and organize repairing, wiring, connections etc associated with all equipment moves, changes, additions and deletions.
- Maintain/oversee the training for upload and download procedures for all departments.
- Respond to all software and hardware problems including computers and telephone.
- React to change productively and handle other essential tasks as assigned.

#### **Systems Responsibility Includes:**

- Sagitta – RS6000
- Win 2000 File
- Outlook
- AMS e Forms
- CBD Scan
- FacSys
- Amanda – Voice Mail System
- Telephone System (Hardware/software, 2 PRT's)
- Network Printers/Local Printers
- Cisco Routers
- Website Update and Maintenance
- Third Party Software:
  - Microsoft XP
  - Upload/Download for Various Companies
  - Rackley Rating
  - UPN's
  - Pembroke
  - Zywave
  - SilverPlume

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Must be a self-starter, imaginative and creative with good written and verbal communication skills.
- In-depth knowledge of current computer system functions including Agency Management Software/Hardware, input procedures, workflow procedures codes, reporting capabilities, configuration and hardware.
- Knowledge of agency management software and hardware.
- Understanding of agency workflow procedures.
- Ability to plan and instruct staff members on appropriate system usage during training sessions.
- Bachelor's Degree and 3 years experience in insurance or equivalent combination of education and experience.
- Knowledge of computer keyboarding skills, effective communication skills, organizational skills and ability to respond to requests effectively and efficiently.
- Ability to carry out detailed written or verbal instructions with multiple concrete variables.

- Ability to understand how and when to gain outside assistance as need arise.
- Maintain Property/Casualty License and comply with continuing education regulations.
- Strong inter-personal skills as well as strong problem solving and analytical abilities.

**WORK ENVIRONMENT**

Fast-paced, multiple tasking environment, high disruption environment. Occasional travel may be required.

**JOB PERFORMANCE STANDARDS:**

This job description is intended to describe the level of work required of the person performing the job, and the physical requirements normal to the position. Essential functions are outlined; other duties may be assigned as needs arise or as required to support the essential functions. Specific performance objectives will be developed each year to measure performance.

**REASONABLE ACCOMMODATIONS:**

This description is not intended as a contract and is subject to change and revision. Any written contractual agreements will supersede this job description. All requirements may be modified to reasonably accommodate physically or mentally challenged employees.

**EMPLOYER’S RIGHTS:**

This job description does not list all the duties of the job. You may be asked by your supervisors or managers to perform other duties. You will be evaluated in part based upon your performance of the tasks and functions listed in this job description.

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

Date prepared: \_\_\_\_\_ Approved by: \_\_\_\_\_

Employee: \_\_\_\_\_ Date: \_\_\_\_\_