

**JOB TITLE: INFORMATION SYSTEMS MANAGER**

**ORGANIZATION:** Fraternity

**REPORTS TO:** Senior Financial Controller

**EFFECTIVE DATE:** September 2022

**FLSA CLASS:** Exempt

**JOB LOCATION:** Headquarters; Indianapolis

**JOB SUMMARY**

The information systems manager leads the company-wide information systems business function, focusing on strategy, budgeting, project management, vendor management, database management, end-user training and company-wide adoption of technology to achieve business goals.

**ESSENTIAL FUNCTIONS AND REQUIREMENTS**

FUNCTION	REQUIREMENTS
<p><b>Information Systems Leadership</b></p>	<ul style="list-style-type: none"> <li>• Spearheads the development of IS strategies (obtaining cross-functional input as appropriate) for the Alpha Chi Omega Enterprise including:                             <ul style="list-style-type: none"> <li>○ Hardware refresh strategy</li> <li>○ Cloud strategy</li> <li>○ Cyber security strategy</li> <li>○ Collaboration tools strategy</li> <li>○ Database (iMIS) data collection and protection strategy</li> </ul> </li> <li>• Develops workplans for IS department; appropriately communicates status updates to management</li> <li>• Supervises the work of the IS Technician and the managed services provider</li> <li>• Assists department liaisons as needed with deployment of newly acquired software and/or upgrades</li> <li>• Leads information systems projects and initiatives that support the strategic direction of the business</li> </ul>

<p><b>Information Systems Leadership</b></p>	<ul style="list-style-type: none"> <li>• Drives application adoption and use to achieve company goals</li> <li>• Contributes to business planning by providing knowledge of information systems</li> <li>• Develops and manages the information systems operating and capital budgets</li> <li>• Manages the business relationship with information systems vendor partners, including ISP, managed services provider, VoIP provider, etc.</li> <li>• Determines the need for, develops and administers information systems policies, processes, procedures and guidelines</li> <li>• Protects the information systems architecture and assets and is responsible for developing, regularly assessing and executing the disaster recovery plan</li> <li>• Establishes and implements end-user systems training programs and develops end-user resources, ensuring staff is appropriately trained in equipment and technology</li> <li>• Coordinates department work efforts to ensure customer service</li> <li>• Evaluates the efficiency of processes and applies continuous improvements</li> <li>• Informs leadership and staff of trends and new developments</li> </ul>
<p><b>Project Management</b></p>	<ul style="list-style-type: none"> <li>• Develops project plans for information systems initiatives and leads the execution of said projects</li> <li>• Contributes to Enterprise projects by providing information systems expertise</li> </ul>
<p><b>Talent Management and Supervision</b></p>	<ul style="list-style-type: none"> <li>• Supervises information systems staff</li> <li>• Builds and leads an effective, service-oriented and respected department that is proactive, responsive, helpful and anticipatory</li> <li>• Ensures staff is cross-trained and fully utilized</li> <li>• Mentors and trains employee; ensures compliance with job description, established policies and objectives of the organization</li> </ul>

	<ul style="list-style-type: none"> <li>• Owns the annual performance management and professional development processes for assigned personnel; evaluates performance of direct reports continuously</li> </ul>
<p><b>Membership Database Updates and Fixes</b></p>	<ul style="list-style-type: none"> <li>• Develops knowledge and skills necessary to make basic repairs and/or updates to member database (iMIS) and attendant reports</li> <li>• Works closely with vendors to design and implement database updates and fixes, while determining the most effective and affordable method to implement such items (in house vs. vendor-created)</li> <li>• Develops efficient, effective working relationship with vendors (CSI, ASI) such that an effective, trusting partnership is maintained</li> </ul>
<p><b>Fiscal Responsibility</b></p>	<ul style="list-style-type: none"> <li>• Develops and manages to an annual budget; accountable for ensuring results</li> <li>• Adheres to established procurement procedures and manages purchasing processes accordingly</li> <li>• Approves expenditures per level authorized</li> <li>• Champions the cost-effective management of company assets and resources</li> </ul>
<p><b>Leadership</b></p>	<ul style="list-style-type: none"> <li>• Promotes a culture of continuous improvement including identification and implementation of best practices and lessons learned</li> <li>• Embraces technological innovations and seeks ways to improve performance and productivity</li> <li>• Manages timely and effective communication with supervision relevant to issues, concerns and decisions that affect the organization</li> <li>• Represents Alpha Chi Omega at appropriate industry and trade groups and events as needed</li> <li>• Performs other special assignments and responsibilities, as assigned</li> </ul>

<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Communicates, through appropriate channels, any observations of noncompliance with policies or illegal actions that place personnel and the organization at risk</li> <li>• Performs, with care, any control-related activities required as a function of the position</li> </ul>
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**CONTACTS**

This position has regular contact with all levels of staff and third-party partners and vendors and will have occasional contact with Alpha Chi Omega members, volunteers and board members.

**KNOWLEDGE, SKILLS AND ABILITIES**

Qualifications Required:

- Five or more years leading the information systems business function at a small to mid-size business
- Professional experience in budgeting, project management and training
- Advanced understanding of network infrastructure, VoIP, Microsoft tools including Office, Exchange, SharePoint and Teams, remote connectivity, data backup/recovery and cyber security
- Outstanding verbal and written communication skills, professionalism, confidentiality and discretion
- Proven analytical and problem-solving skills
- Works with a sense of urgency, can manage multiple initiatives simultaneously in a rapidly changing environment

**EDUCATION**

Bachelor’s degree in information technology, information systems or similar. Advanced degree or additional coursework and/or certification is desirable.

**WORKING CONDITIONS**

The working conditions and physical requirements described below are representative of those that must be met by an employee to successfully perform the essential functions of this position.

Required 40 hours per week. Office hours are 8:30 a.m. – 5 p.m., Monday through Friday, with a degree of flexibility available. Additional work time may be necessary to complete assigned tasks. The employee may be required to travel occasionally on behalf of the organization, and travel could require nights and weekend work, as well.

## PHYSICAL REQUIREMENTS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is regularly required to sit and work on a computer for extended periods of time. The employee will be required to stand, walk, climb stairs, stoop, kneel, lift, carry, pull, grasp and bend over. The employee must be able to lift, carry and move up to 30 pounds as needed.

Strong sensory skills, such as good eyesight, good hearing and dexterity. Must be able to interact with others, both in person and through telephone, email and written correspondence.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.