

**JOB TITLE:** Information Systems Technician  
**ENTITY:** Fraternity  
**DEPARTMENT:** INFORMATION SYSTEMS  
**REPORTS TO:** Information Systems Manager  
**EFFECTIVE DATE:** February 2023  
**FLSA CLASS:** Non-exempt  
**JOB LOCATION:** Indianapolis-based preferred

**JOB SUMMARY**

The Information Systems Technician supports the Information Systems Manager in providing guidance and assistance to the Alpha Chi Omega Enterprise (the Enterprise) in all things IS/IT. The Information Systems Technician will also provide technical guidance to the Enterprise by assisting in technical IT projects and project tasks.

**ESSENTIAL FUNCTIONS AND REQUIREMENTS**

FUNCTION	REQUIREMENTS
<b>IT Support and Training</b>	<ul style="list-style-type: none"> <li>• Tier 1/Tier 2 support for IS related issues to the Enterprise</li> <li>• Supports outside managed services provider in resolving support tickets</li> <li>• Responds to emergency trouble tickets in a timely manner</li> <li>• Manages hardware inventory, including laptops, monitors, hotspots, cell phones and more</li> <li>• Conducts onboarding and offboarding for employees as it relates to information systems</li> <li>• Creates and maintains manuals, guides, presentations for staff training and assists in training staff on proper use of technology</li> <li>• Analyzes various reports including asset, health and compliance records</li> <li>• Reconciles/codes IS related invoices to the budget</li> </ul>

<p><b>Project Assistance</b></p>	<ul style="list-style-type: none"> <li>• Assists with ongoing projects within the Enterprise as IS involvement is requested</li> <li>• Communicates basic needs requirements to project manager(s) during project development</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 supervisor relevant to issues, concerns and decisions that affect the company</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 the 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> <li>• Specific job responsibilities and projects will be assigned and directed by leadership</li> </ul>

**CONTACTS**

This position has regular contact with all levels of staff and will have regular contact with third-party partners and vendors. This position reports to the Information Systems Manager.

**KNOWLEDGE, SKILLS AND ABILITIES**

Qualifications Required:

- One to two years of progressive professional experience supporting information systems initiatives

- General understanding of network infrastructure, project management, remote connectivity, user support, data backup and recovery
- Experience supporting and delivering smaller-scale projects and long-term sustaining initiatives
- Experience supporting and/or administering various web-based software portals, such as Office 365, conferencing platforms and VoIP
- Outstanding verbal and written communication skills, professionalism, and strong customer service orientation
- Proven analytical and problem-solving skills
- Sense of urgency, can manage multiple initiatives simultaneously in a rapidly-changing environment
- Advanced proficiency and experience with Microsoft Office suite

## **EDUCATION**

Associates Degree in Information Technology or similar program, or equivalent experience

## **WORKING CONDITIONS**

The working conditions and physical requirements described here 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. Operating hours are 8:30 a.m. – 5 p.m. Eastern Time, Monday through Friday, with a degree of flexibility available. Overtime may be necessary to complete assigned tasks. The employee is required to travel on behalf of the organization, and travel will require nights and weekend work, as well. Travel is estimated to be less than 5% of the time.

## **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 at a computer for extended periods of time. The employee will be required to stand, walk, stoop, kneel, lift, carry, pull, grasp, bend over and climb stairs. 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.