

## **PACT, Inc.**

### **Position Description: Information Technology Manager – Fulltime, Exempt**

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skills and abilities needed to perform the functions of this position.

#### **Qualifications**

- Bachelor's degree plus 2+ years of relevant work experience:
  - Installing, configuring, and troubleshooting Windows Server and PC operating systems, and Microsoft Office software
  - Installing, configuring, and troubleshooting network equipment (HP, Ubiquiti, Fortinet, Netgear, etc.)
  - Evaluating, purchasing, and deploying server and PC hardware (HP experience a plus)
  - Administrating a cloud-based email service (Google Workspace experience a plus)
  - Managing cloud-based web hosting and administrating websites using a content management system (Wordpress experience a plus)
- Knowledge of statistical methods and databases
- Excellent organizational, verbal and written communication skills
- Ability to work well independently, as-well-as part of a team

#### **Duties**

- Responsible for information technology and systems and act as system administrator for PACT's server and client infrastructure.
- Maintain hardware inventory and engage in end user support and training on information technology and systems.
- Maintain thorough documentation of all technology, systems, and processes.
- Act as PACT's technology contact person for user accounts with Indiana Court Technology Help Desk, Indiana Department of Correction and other technology contractors.
- Act as a service administrator for PACT's Comcast Business VoiceEdge and Google Voice accounts, and as technical contact for Bradley Center's VoIP phone system and IP security camera network.
- Co-administrate data in PACT's case management databases and act as a liaison to PACT's database management system vendor.
- Assist in the setup of audio/visual equipment and SMART Boards for presentations, trainings, and board meetings.
- Administrate PACT's social media, Google Workspace, and TechSoup accounts and maintain proper licensing on all software.
- Maintain functionality of PACT, Inc.'s websites, including managing cloud-based web hosting for agency websites and managing user access to the password protected sections of the website.
- Travel as needed.
- All other duties as assigned.

Please send resumes to:  
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