Job Title: Information Technology Solutions Specialist

Classification: Exempt

Reports to: Director, IT

Date: 10/05/2020

Summary/Objective
The Information Technology Solutions Specialist will work within the IT Department and report to the IT Director. The role provides support to APS business solutions including, but not limited to its Association Management System (Personify), Content Management System (SiteFinity), and other critical business systems. The role requires a certain degree of technical skills and a proven ability to provide support to end users in a positive and assuring manner.

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

1. Coordinate with systems and application business owners and users to understand business problems and develop effective solutions.
2. For critical business systems and applications (AMS, FMS, CMS, CRM), maintain subject matter expertise, provide support to projects and production activities, and resolve technical issues that may arise.
3. Recommend business and risk mitigation strategies to achieve effective solutions and goals that are of benefit to APS.
4. Work with management to identify new business opportunities and write business cases within company business architecture and acceptable procedures.
5. Collaborate with IT staff in the planning, managing, and executing of assigned tasks and projects using standard project management principles and standards
6. Willingness to learn new systems, their functions and features, in order to support end users.

Other Duties
Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for
this job. Duties, responsibilities and activities may change at any time with or without notice.

Competencies
Some examples listed below:
1. Vendor management and communication
2. Project Management
3. Customer service
4. Business Acumen
5. SQL skills
6. Light HTML skills
7. A good problem-solving attitude
8. Ability to explain technical details to non-technical audiences

Physical Demands
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. This position requires the ability to occasionally lift office products and supplies, up to 20 pounds.

Required Education and Experience
- Experience supporting management-based systems (AMS, FMS, CMS, CRM, etc.).
- Solid knowledge of business information systems
- 2 or 4-year degree in a technical field or 4 years similar work experience in same

Please send your cover letter and resumes to resume@physiology.org.

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