Eastern Band of Cherokee Indians

INFORMATION TECHNOLOGY COORDINATOR

Position Description

Program:	Information Technology	Reports to:	Manager – Software Engineering & Support
Division:	Office of Information Technology	Position Number:	990242501
Classification:	Exempt	Revision Date:	02/26/2024
Pay Level:	13	Safety Sensitive:	No

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EBCI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

The Information Technology Coordinator plays a key role in supporting the daily operations of the IT department. This position involves coordinating technology initiatives, providing end-user support, and ensuring the smooth functioning of IT systems within the organization. Creates and conducts Office 365, adobe training and assists with grant opportunities. This role involves analyzing business processes, gathering and documenting requirements, and collaborating with stakeholders to ensure effective IT solutions are developed and implemented.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Assists in the development and maintenance of information security policies, procedures, and standards manual.
- Assists in the development of and implementation of both tenants associated automated data protection and Identity Management protection policies, external access policy, Internal Operating Procedures, User Policies, Change Management Policies, and guidelines and Knowledge Bases.
- Participates and Assists in the planning, development and execution of Disaster Recovery Drills and Table-Top Exercises.
- Document and analyze business processes to identify improvement opportunities. Engage with business stakeholders to understand their needs and requirements.
- Identifies end-user concerns and issues.
- Assists OIT management team in forecasting for long term strategic planning of security architecture and methodologies.
- Assists in the development and implementation of a mandatory annual security awareness training program.
- Provides updates, status and completion information to management and users, via voice mail, email, Teams or in-person communication.
- Performs all duties according to established safety guidelines and Tribal policies.
- Contribute to the development and implementation of IT policies and procedure
- Assist in the planning and execution of IT-related events and training sessions.
- Create and update user manuals and documentation as needed. Provide basic training to end-users on IT systems, software, and best practices.
- Make recommendations for improvements and innovations within the IT environment.
- Liaise with external vendors for technical support and issue resolution.

- Assist with the development of grant proposals,
- Create report for grants received.
- Support tribal membership portal by verifying data
- Collaborate with project teams to set milestones and monitor progress.
- Verification of power apps accounts
- coordinate IT projects, ensuring timely delivery and adherence to scope.
- Collaborate with IT teams to design solutions that align with business requirements
- Develop detailed specifications, including data models and system workflows.
- Collaborate with IT teams to understand technical requirements and updates
- Ensure alignment between training content and organizational IT goals
- Maintain accurate records of training sessions, attendance, and participant feedback
- Provide reports on training effectiveness to management

Scope of Supervision:

This position is not responsible for supervising others. Works under the guidance of the Manager – Software Engineering & Support. The ability to plan and work independently is required.

MINIMUM MANDATORY QUALIFICATIONS

Experience:	Three to five (3-5) years of related experience required.Experience to include working with concepts and technologies of Information technology environment , or business analyst related enviroment . One year experience in grant writing required.
Education:	Bachelors Degree in Business Administration, Information Technology or related field required. Equivalent combination of education and experience may be in lieu of degree, with required related experience of an additional: 5 years with a High School Diploma/GED equivalent; or 3 years with an Associate's Degree.
Licenses & Certifications:	Valid, insurable NC Driver's License required. Must obtain at least one systems level certification within the first year of employement.

KNOWLEDGE, SKILLS, & ABILITIES

Key Job Knowledge:

- Must have a working knowledge of information systems technology (Cloud/Azure).
- Requires advanced computer skills and knowledge of TCP/IP networking.
- Requires the ability to troubleshoot and resolve system and end-user issues.
- Requires good communication skills, both written and verbal.
- Requires the ability to read and interpret technical computer manuals and program application instructions.
- This department focuses on the team concept and shared knowledge.
- Proficient in using training and e-learning tools
- Excellent presentation and communication skill
- Knowledge of business process modeling and optimization techniques
- Project management experience and familiarity with project management tools
- Excellent communication and interpersonal skills
- Strong analytical and problem-solving skills

Safety/Accuracy Focus:

We support the Tribal Government.   We must use professional judgment to interpret and prioritize to provide for the security needs of the Tribal Programs. Computers, e-mail, and other information system components must be set up to ensure that they are providing the intended service with maximum security. If these services are interrupted, it could cost the Tribe financially, and otherwise.

Key Relationships:

Internal professional contacts include the Executive Director, accounting staff, program directors, coworkers, auditors, governmental agencies, vendors, and the general public to exchange and/or provide information. Interpersonal skills are required along with tact, decorum, and professional etiquette. Assists in developing contracts and contacts.

Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes.

Discretion – Confidential Data:

Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. Has indirect access to most Tribal financial data, vendors, personnel files, memos, medical records, and financial standing of affairs. A part of the financial information is public record; however, most is not and must be kept confidential. Must adhere to the Non--Disclosure/Confidentiality Agreement of the Tribe in performance of duties.

Complexity of Duties:

Constantly evaluates and modifies existing security systems to meet operational needs. Must understand all ramifications and effects of any changes to the systems. Must use problem solving skills and be able to analyze data in performing job duties.

PREFERRED QUALIFICATIONS

Certifications in training or instructional design.

WORK ENVIRONMENT

Work Environment:	Works in a normal business office environment. On call for emergencies after business hours.
Mental/Visual/ Physical Effort:	Must be able to lift 50 pounds and carry 25 pounds on a repetitive basis. Close attention to detail and mental concentration for extended periods of time are required with systems problems and applications. Subject to frequent interruptions requiring varied responses. Must deal with multiple situations concurrently. Physical efforts require mobility, reaching, bending, manual dexterity, and visual acuity. Dexterity of hands and fingers to operate a computer keyboard, mouse and to handle other computer components.

OTHER

Confidentiality:	All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.
Background Investigation:	All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."
Drug Screening:	All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

Position Description

ACKNOWLEDGMENT

I have reviewed the content of the **Cyber Security Systems Specialist** *position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.*

Employee (printed name)	*Employee (signature)*
	Date
Supervisor (printed name)	*Supervisor (signature)*
	Date