

IT Administrator Job Description

Pacific Yearly Meeting

Job Description approved 11/14/2019 by Communications Committee,

Appointed by: Communications Committee

Reports to: Communications Committee

Summary of Position:

The Information Technology Administrator is a position appointed or re-appointed yearly following the PYM Annual Session by the Communications Committee. This person or persons are responsible for maintaining the technical aspects of the PYM online environments such as website, email, document storage, collaboration tools, and other online services.

Responsibilities include: identifying systems requirements, installing upgrades, monitoring systems performance, ensuring security and access, providing technical support, documenting systems, renewing certificates/licenses/etc., and collaborating with other PYM entities.

Duties & Responsibilities:

A. Technical Support:

- a. Establishes online systems specifications by:
 - i. analyzing access, information, and security requirements
 - ii. working with Communications Committee to upgrade systems infrastructure as needed
- b. Secures online systems by:
 - i. assisting in the development of systems access, monitoring, control, and evaluation
 - ii. establishing and testing disaster recovery policies and procedures
 - iii. backing up website content online and regularly downloading copy for offline storage
 - iv. managing access to the web site and online tools supporting the YM and providing the appropriate access as approved by the Clerk of the Communications Committee (based on the policy of the Committee and with periodic Committee review) for approved contributors and users
 - v. maintaining a roster for the Communications Committee as to who has login credentials to the website and any other online tools, including level of access
- c. Maintains website and any other certificates, updating as needed (at least annually) to renew or change certificates
- d. Handles website domain registration, DNS entries, and hosting arrangements

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- e. Provides technical expertise and support for online registration for PYM events (e.g., Annual Session, RepCom) but is not responsible for the creation, operation, or maintenance of the registration system
- f. Administers e-mail and document services.
- g. Keeps documentation of online processes so that others can assume the duties when needed. Makes sure administrative information (e.g., passwords, list of services uses, timeline for renewals, etc.) is documented and shared with the clerk of Communications Committee and at least one other
- h. Installs and maintains analytics software on website and provides regular reports to Website Content Team and Communications Committee on site usage

B. Collaboration:

- a. Supports the Website Content Team in technical aspects of maintaining online content (e.g., choosing and installing plugins and themes, regularly installing updates, etc.)
- b. Implements instructions received from the Communications Committee and seeks clarification as necessary. The Committee may serve as a review panel for major changes to website or other online services.
- c. Coordinates with Treasurer to make sure any fees for services or renewals get paid in a timely manner.
- d. Participates in Communications Committee conference calls and meetings as needed and scheduled

Qualifications:

- Reliable access to computer and internet
- Technical understanding of website and other online tool structures, maintenance, and protocols
- Keeps abreast of emerging technologies to improve the PYM online presence
- Able to dedicate the time necessary to respond to communications and requests in a timely manner
- Able to dedicate greater amounts of time at key times in the PYM calendar, e.g., prior to RepCom and Annual Session, post RepCom and Annual Session, online registration system design and implementation, etc.
- General programming skills
- Knowledge of web technologies
- Understanding of systems administration and DNS tables
- Good verbal and written communication skills
- Ability to work independently and as a member of a team