

Job/Position Description

Position Title: Coordinator of Information Services	Department Name: Methodist College
UPH Affiliate: Methodist College	Department Number: 4060000
Effective Date: 06/2021	Review Date(s): 06/2024
Prepared By: Human Resources	Approved By: Dean of Institutional Research and Priorities
Position Reports To: Dean of Institutional Research and Priorities	

Description of Position:

Provide a "snapshot" or the principal purpose or focus of the position, consisting of no more than three to five sentences. This summary should provide enough information to differentiate the major function and activities of the position from those of other positions.

Provides technical support for student information system to maximize technical and service efficiencies. Provides database, web and technical support for the College. Creates and maintains a budget for the technology systems at the College.

Essential Functions/Responsibilities:	% of Time (annually)
Essential functions are the duties and responsibilities that are essential to the position (not a task list). Do not include if less than 5% of work time is spent on this duty. Be specific without giving explicit instructions on how to perform the task. Do not include duties that are to be performed in the future. Duties should be action oriented and avoid vague or general statements.	
Supports the Student Information System (SIS) <ul style="list-style-type: none"> Installs server upgrades, creates reports, creates scripts to handle system workarounds and web developing. Manages the implementation of new systems including attendance at webinars and early adopter's meetings. Pulls data and runs scripts for various departments and organizations. 	55%
Assists IT Support Analyst to provide IT support services to staff, faculty, and students for all applications. Supports all classroom technology and security cameras.	20%
Creates, updates and supports custom databases for various departments utilizing technical software such as TracDat and Microsoft Access.	5%
Supports IT infrastructure with wiring closets, data center and access points.	5%
Assists with managing the IT budget. Obtains quotes from vendors and provides input on IT contracts as-needed.	5%
Basic UPH Methodist College Performance Criteria <ul style="list-style-type: none"> Demonstrates the UnityPoint Health Values and Standards of Behaviors as well as adheres to policies and procedures and safety guidelines. Demonstrates the Methodist College Values and Standards of Behaviors as well as adheres to policies and procedures. Demonstrates ability to meet business needs of department with regular, reliable attendance. Employee maintains current licenses and/or certifications required for the position. Practices and reflects knowledge of HIPAA, TJC, DNV, OSHA and other federal/state regulatory agencies guiding healthcare. 	10%

<ul style="list-style-type: none"> Practices and reflects knowledge of FERPA with respect to protecting the privacy of student education records. Completes all annual education and competency requirements within the calendar year. Is knowledgeable of college compliance requirements. Brings any questions or concerns regarding compliance to the immediate attention of leaders. Takes appropriate action on concerns related to compliance. 	
<p>Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.</p>	
<p>Demonstration of UPH Values and Standards of Behaviors Consistently demonstrates UnityPoint Health's values in the performance of job duties and responsibilities</p>	
Foster Unity:	<ul style="list-style-type: none"> Leverage the skills and abilities of each person to enable great teams. Collaborate across departments, facilities, business units and regions. Seek to understand and are open to diverse thoughts and perspectives.
Own The Moment:	<ul style="list-style-type: none"> Connect with each person treating them with courtesy, compassion, empathy and respect Enthusiastically engage in our work. Accountable for our individual actions and our team performance. Responsible for solving problems regardless of the origin.
Champion Excellence:	<ul style="list-style-type: none"> Commit to the best outcomes and highest quality. Have a relentless focus on exceeding expectations. Believe in sharing our results, learning from our mistakes and celebrating our successes.
Seize Opportunities:	<ul style="list-style-type: none"> Embrace and promote innovation and transformation. Create partnerships that improve care delivery in our communities. Have the courage to challenge the status quo.

<p>Demonstration of Methodist College Values and Standards of Behaviors Consistently demonstrates Methodist College's values in the performance of job duties and responsibilities</p>	
Human Dignity:	<ul style="list-style-type: none"> Unconditional respect for the inherent worth, uniqueness, and autonomy of individuals.
Integrity:	<ul style="list-style-type: none"> Displaying strong moral character and acting in accordance with accepted standards of behavior and an appropriate code of ethics.
Inquiry:	<ul style="list-style-type: none"> An active process of exploration and investigation that leads to understanding and construction of knowledge throughout one's life.
Social Justice:	<ul style="list-style-type: none"> Acting in accordance with fair treatment regardless of gender, economic status, race, religion, ethnicity, age, citizenship, disability, or sexual orientation.

QUALIFICATIONS:

	<p>Minimum Requirements Identify items that are minimally required to perform the essential functions of this position.</p>	<p>Preferred or Specialized Not required to perform the essential functions of the position.</p>
Education:	Five years of progressive IT experience -or- Bachelor's degree in Computer Science, Management Information Systems, Business Information Systems, or related field	
Experience:	<ul style="list-style-type: none"> Three to five years of experience in information systems and business analysis Two to three years of experience using SQL reporting 	<ul style="list-style-type: none"> Two to three years of CAMS, Campus Management, or other student information system (SIS) experience Two to three years of experience in information systems and

		business analysis in a higher education environment <ul style="list-style-type: none"> • Three years of customer service experience • PowerShell scripting experience
License(s)/Certification(s):	Valid driver's license when driving any vehicle for work-related reasons.	
Knowledge/Skills/Abilities:	Knowledge of: <ul style="list-style-type: none"> • Functions and capabilities of database systems and database theories • Personal Information Privacy • Cost analysis and budgeting procedures • Data security and disaster recovery systems and procedures • Systems security protocol, policies, and procedures • A broad range of relevant multi-user computer systems, applications, and/or equipment • Data and voice systems administration • Troubleshooting techniques and methods related to equipment • Computer hardware and software • Microsoft Office • Operating Systems: Microsoft Windows 10, Microsoft Windows Server 2012/2016 • ESXi and VEEAM or equivalent • Active Directory Single Sign on Skills: <ul style="list-style-type: none"> • Time management • Project management 	Knowledge of: <ul style="list-style-type: none"> • Network Infrastructure: Aruba Access Points, Cisco Switches, servers • Student information systems (SIS) • FERPA, HIPAA or other privacy regulations Skills: <ul style="list-style-type: none"> • Basic IIS server and SQL server knowledge • Adobe Suite, PaperCut, Crystal Reports, Active Directory, SCCM, VMWare, SQL Server Management Studio, SQL Server Business Intelligence Development Studio, SQL Server Reporting Services • Office 365 in Enterprise environment • Experience in Server Migration
Other:	Use of usual and customary equipment used to perform essential functions of the position.	

SCOPE: Position has supervisory responsibilities? Yes ☐ or No ☒ If yes, complete below.

Number of Employees Supervised (Complete if position has supervisory responsibilities of individuals)			
	Direct	Indirect	Total
Exempt			
Non-Exempt			
Total			

Mental/Cognitive Demands: (List any special mental and cognitive abilities required by the position in your specific environment)
<ul style="list-style-type: none"> • Ability to communicate effectively both verbally and in writing • Ability to communicate technical information to non-technical personnel • Ability to multi-task, organize, prioritize, and follow multiple projects and tasks through to completion • Ability to complete tasks with attention to detail • Ability to work independently while contributing to a team environment • Ability to analyze problems, identify solutions, and take appropriate action to resolve problems

- Ability to maintain strict confidentiality related to sensitive information
- Ability to exercise sound independent judgement, seeking advice when appropriate
- Ability to establish and maintain effective working relationships with others
- Ability to relate to a diverse population

WORKING CONDITIONS:

Physical Requirements	
(Check all that apply if essential to perform job – with or without accommodations)	
<input checked="" type="checkbox"/>	Talk/Hear (communicate, detect, converse with, discern, convey, express oneself, exchange information)
<input checked="" type="checkbox"/>	See (detect, determine, perceive, identify, recognize, judge, observe, inspect, estimate, assess)
<input checked="" type="checkbox"/>	Stand or Sit (stationary position)
<input checked="" type="checkbox"/>	Walk (move, traverse)
<input checked="" type="checkbox"/>	Use hands/fingers to handle or feel (operate, activate, use, prepare, inspect, place, detect, position)
<input checked="" type="checkbox"/>	Climb (stairs/ladders) or Balance (ascent/descent, work stop, traverse)
<input checked="" type="checkbox"/>	Bend/Stoop/Kneel
<input checked="" type="checkbox"/>	Squat/Crouch/Crawl
<input checked="" type="checkbox"/>	Reaching/Twisting
<input type="checkbox"/>	Taste/Smell (detect, distinguish, determine)
<input checked="" type="checkbox"/>	Pushing/Pulling

Lifting Requirements	
(Check appropriate category to perform job – with or without accommodations)	
<input type="checkbox"/>	Level 1; Sedentary Work: Exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.
<input type="checkbox"/>	Level 2; Light Work: Exerting up to 20 pounds of force occasionally or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Requires walking or standing to a significant degree, pushing or pulling arm or leg controls or maintaining a production rate pace. Light work requires physical exertion of forces greater than that of sedentary work.
<input checked="" type="checkbox"/>	Level 3; Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	Level 4; Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
<input type="checkbox"/>	Level 5; Very Heavy Work: Exerting in excess of 100 pounds of forces occasionally, and/or in excess of 50 pounds of force constantly to move objects.

Hazards and Atmospheric Conditions	
(check all that apply)	
<input checked="" type="checkbox"/> Normal Office Surroundings	<input type="checkbox"/> Vibration
<input type="checkbox"/> Exposure to Fumes	<input type="checkbox"/> Mechanical Hazards
<input type="checkbox"/> Exposure to Dust	<input type="checkbox"/> Chemical Hazards
<input type="checkbox"/> Exposure to Extreme Temperatures	<input checked="" type="checkbox"/> Electrical Hazards
<input type="checkbox"/> Wet and/or Humid	<input type="checkbox"/> Radiant Energy Hazards
<input type="checkbox"/> Noise	<input type="checkbox"/> Explosives Hazards
<input type="checkbox"/> Mists or Gases	<input type="checkbox"/> Burn Hazards
Other/Comments:	

FLSA Designation: Exempt	Lawson Position Code: 18240