Blackfoot
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JOB DESCRIPTION

Job Title: Information Systems Project Coordinator
Department: Information Systems   **FLSA Status:** Non-Exempt
Reports To: Information Systems Manager   **Represented by the Association:** No

Job Summary: This position coordinates IS projects and ensures proper use of company IS resources. This includes the documentation, administration, collection, management and distribution of project control information. The IS Project Coordinator will follow up and ensure that standards are being met and projects are on schedule. Under the guidance of the Information Systems Manager, the IS Project Coordinator assists and supports the IS team with their various projects, often blending the efforts of various departments. This role defines the scope of individual projects by analyzing system requirements and business objectives. The IS Project Coordinator generates project status reports, establishes project timelines, leads project meetings and coordinates the resolution of technical issues.

Essential Job Duties and Responsibilities:

- Provide administrative support for all members of the IS team, as directed by the Information Systems Manager. Administrative support may include but would not be limited to researching information, data entry, working with customers directly, setting appointments, taking messages or customer requests, forwarding information and answering questions, filing, organizing, coordinating, processing, managing schedules, setting up meetings, planning and coordinating events/activities, etc.

- Develop, communicate, maintain, update and oversee project plans and schedules using tools established by organization.

- Coordinate with software vendors and user community to provide project status updates, create specifications for customization requests and testing of software releases.

- Dedicated to maximizing the customer experience and minimizing service disruption.

- Ability to juggle multiple projects with superb accuracy.

- Strong sense of urgency and problem solving skills.

- Evaluate the effectiveness of existing internal processes and applications and propose solutions and opportunities for automation and audit controls.

- Identify and document project issues and risks and escalate to IS Manager.

- Maintain awareness of emerging technologies and project management techniques and provide recommendations for improvement of project management processes currently in use.

- Support billing and file processing operational duties as required.

- Administer, manage and maintain agency's Low Code Application Objects.

Additional Job Duties and Responsibilities:
- Perform other duties and responsibilities as required to fulfill job function or as assigned.

Knowledge, Skills, and Abilities:
- Knowledge of:
  - company policies and procedures.
  - general office practices and procedures.
  - advanced use of Outlook, Word, Excel and other data/database tracking and reporting tools.
  - SDLC
  - agile and scrum project management methods
  - Easy Projects
  - time management and organizational skills.
  - marketing and sales practices and principles.

- Skill to:
  - write original material, edit, proofread and finalize written material.
  - gather and report numerical data and produce statistical reports.
  - operate various office equipment such as a computer, copy machine, fax machine and multi-line telephone.

- Ability to:
  - work independently and within a team.
  - think analytically and be a problem solver.
  - multi-task quickly and effectively.
  - be detail oriented and organized.
  - communicate effectively, both in writing and in speaking, with customers, co-workers, and various business contacts in a courteous and professional manner; and represent the company at events from time to time.
  - work completely and accurately under time constraints and deadlines.
  - produce, read, analyze, and interpret reports.
  - provide excellent customer service.
  - maintain confidentiality of company records when required.
  - work in a safe and effective manner.

Education and Experience:
Any combination equivalent to the following education and experience that would provide the required knowledge, skills and abilities would qualify. A typical way to obtain the knowledge, skills and abilities would be:
Bachelors' degree in information systems, management information systems, computer science or related field; 3 to 5 years of administrative office experience in a complex environment, preference for project management experience in an IS setting. Voice/data/technology industry experience is a plus.

Physical and Other Requirements:
This position may require 8 to 10 hour days, flexible hours and some weekends.

Physical Requirements	0-24%	25-49%	50- 74%	75-100%
Seeing: Must be able to read reports and use computer. Must be able to read and interpret test equipment.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pushing/Pulling:	X			
Fingering/Grasping/Feeling:				X

Working Conditions:
This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

Additional Information:
This job description is not intended to be all-inclusive, and employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management as required. Blackfoot reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

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Employee Acknowledgement   Date

Revised date: August 22, 2017