



POSITION DESCRIPTION

TITLE:	Facilities and Information Technology Coordinator	DEPARTMENT	Admin - Operations
REPORTS TO:	Chief Advancement Officer	JOB CODE	ITFC
STATUS:	Exempt	DATE	August 2020

Summary

The Facilities and Information Technology Coordinator is responsible for coordinating all facilities and information technology (IT) needs.

Under general direction of the Chief Advancement Officer, this position plans, organizes, and coordinates activities concerned with design, construction, modernization, maintenance, repair and replacement of equipment, buildings (interior and exterior), grounds and custodial operations. Evaluates bids and proposals, sets budgetary constraints, reviews qualifications of architects and contractors with guidance from the Chief Advancement Officer. Provides sound construction project management practices while working with architectural, engineering, and construction management personnel in matters involving general construction and renovation. Ensures compliance of clinics with all regulatory agencies.

The incumbent is charged with developing and implementing a strategic vision in all areas of technology in collaboration with our IT Consultant. This position is responsible for organization-wide coordination, and implementation of technology to support the clinic operations and administrative offices. This individual will provide IT support not limited to workstations, basic network and telephone systems, remote users, etc. This position will effectively interface with staff and diagnose issues; and follow best practices to isolate and effectively resolve them. This individual will work in partnership with our IT Consultant to solve problems creatively and timely, with the ability to escalate issues to supervisor as needed.

ESSENTIAL DUTIES

- Work with the Chief Advancement Officer to assess institutional needs and priorities.
- Ensure UMMA's daily IT and Facility projects align with the goals of the strategic plan.
- Engage in short term and long-range strategic space planning, accounting for and anticipating organizational growth.

Facilities (65% of position responsibilities)

- Coordinate construction activities for capital expansion projects with guidance from the Chief Advancement Officer.
- Manage all UMMA facilities, ensuring proper space planning, facilities maintenance and repair, and safety and security concerns (including access) are addressed.

- Develops, analyzes, and coordinates building construction and modernization projects.
- Organizes, coordinates and activities related to the facilities maintenance and operations functions.
- Confers with regulatory agencies, architects, engineers, inspectors, contractors, vendors and others concerning facilities and construction planning, maintenance and operations services.
- Monitors and assures compliance with a variety of state, federal and local construction laws, regulations, codes, and regulations related to health and safety.
- Assures economy, safety, effective communications, efficient use of equipment and supplies and appropriate appearance and condition of buildings, grounds and vehicles.
- Coordinates with the organization's custodial contractor.
- Prepares bid specifications, and evaluates bids, and recommends awarding contracts with guidance from the Chief Advancement Officer.
- Assists in the formulation and development of policies and procedures.
- Meet schedules and timelines.
- Oversees contractors involved in facility projects and delivery of services.
- Oversees the purchasing of office equipment and furniture.
- Develop emergency planning programs for a variety of both local and regional emergency situation.
- coordinate environmental, safety and training programs, including illness and injury prevention, hazardous materials, and emergency response; inspect and monitor facilities and grounds for safety hazards and maintenance needs and determine maintenance priorities.
- Assure state and building regulations and laws are enforced and followed according to ADA, OSHA and general safety compliance standards.
- Be available to handle emergencies outside of business hours.
- Maintain a culture of excellent customer service and a pro-active approach to support UMMA's mission.
- Performs other related duties as assigned.

Information Technology (35% of position responsibilities)

- Monitor and evaluate all Information Technology needs for the organization.
- Provide help desk support for troubleshooting workstations, networks, software applications, telephone, copiers and other technologies for employees, responding in a timely manner. Monitors and when appropriate addresses ticketing and email queue and allocate requests accordingly.

- Acts as a liaison between Information Technology contractors and vendors ensuring budget and objectives are in alignment.
- Works in conjunction with clinic manager and other clinics staff to monitor clinics IT needs.
- Participates in overall system's planning, bringing current knowledge and future vision of technology as related to advance organization's competitive position.
- Researches alternative methods, designs, and programming concepts in an effort to keep the agency at the forefront of technological advancement.
- Ensures the delivery of quality technology and support through effective needs assessment, and system design, and selection and implementation processes.
- Reviews and approves systems, applications, security specifications and upgrades to software with guidance from the Chief Advancement Officer and IT Consultant
- Initiates and maintains partnerships information technology field, including new emerging technologies, by participating in organizations, committees, task forces, and special assignments.
- Prepares recommendations and/or contracts, as appropriate, and submits them to Chief Advancement Officer for approval.
- Oversees security and privacy of the information systems, cloud-based backup systems, communication lines, and equipment in partnership with the IT Consultant
- Develops, tracks and controls the IT and Facilities annual operating and capital budgets with guidance from the Chief Advancement Officer and Chief Financial Officer.
- Develop strategy as it relates to the organization's IT infrastructure (computer and information systems, security, communication systems).
- Consult senior-level stakeholders across organization to identify business and technology needs and to optimize the use of information technology.
- Ensure smooth delivery and operation of IT services by monitoring systems performance.
- Create processes and standards for selection, implementation, and support of systems.
- Provide direction, guidance, and training to staff focused on IT upgrades not limited to Microsoft Teams, 8x8, SharePoint, etc...
- Manage all hardware and software solutions to ensure company operations are always efficiently running in collaboration with our IT Consultant.
- Work on UMMA construction project as it relates to the AV and IT hardware and software installation in collaboration with our IT Consultant.
- Maintain strict confidentiality on all organizational matters and refer questionable matters to the Chief Advancement Officer.

- Work with Human Resources Director for onboarding/offboarding employees with company issued property.
- Act as an internal resource to enhance awareness and understanding of best practices, risk management and use of controls by management and staff.
- Oversee external IT vendors and contractors to ensure cost effectiveness, high service standards, cybersecurity, and completion of work
- Propose, develop, and execute projects that will enhance the IT environment for staff and stakeholders. Depending on candidate's skills this could include audio/visual systems, software or other tools and technologies.
- After-hours work may be required to monitor and address alarms or notifications of malfunctioning or compromised equipment in order to ensure maximum availability to IT resources for staff and stakeholders.
- Provide immediate, high urgency support to all staff.
- Assist in instructing staff in the use of standard business and administrative software, including Microsoft Teams, SharePoint, etc..; provides instruction or written documentation where required.
- Assist with the research of new or upgraded hardware and software systems; maintains current knowledge of hardware, software and network technology and recommends modifications as necessary.
- Carry out equipment installation, following established procedures to deliver consistent reliable end-user work environments.
- Responsible for ensuring compliance with all IT policies and procedures regarding documentation, labeling, asset tracking and quality assurance.
- Performs other related duties as assigned.

Fiscal

- Support the CFO in budget development process.
- Monitor expenditures; prepare variance reports in accordance with policies and procedures.
- Establish and regularly monitor UMMA purchase order process ensuring IT and Facilities expenditures are following proper protocols.

SUPERVISORY RESPONSIBILITY

This position will not require supervision of staff.

SERVICE VALUES

Facilities and Information Technology Coordinator

All employees are expected to provide the very highest level of service to Clinic patients and their families. In addition, their work ethic is expected to reflect the Islamic values and moral principles that inspired its founders. These include the core values that are universally shared and revered by society at large:

**Service
Compassion
Human Dignity
Social Justice
Ethical Conduct**

ENVIRONMENT

The environment for this position is medical clinic that is clean and comfortable. It may include some minor annoyances such as noise, odors, drafts, etc. The incumbent is in a non-confined setting in which he or she is free to move about at will.

The employee may occasionally be exposed to emotionally upset patients/family members and be required to use personal protective equipment when participating in the treatment of patients with potentially communicable diseases.

POSITION REQUIREMENTS

- Bachelor's degree required. Master's degree is preferred.
- Successful completion and acceptable results of post offer physical examination, drug screening, and criminal background check.
- Work independently with little supervision and direction.
- Five+ years as a manager or senior leader in a non-profit required. Experience at a health center, particularly an FQHC, is preferred.
- Prior experience working with an EHR is preferred.
- Strong computer skills with Word, Excel and PowerPoint required. Experience with Access preferred.
- A valid California Driver's license with insurable driving record is required.
- Excellent attendance record at prior employment is required.
- Prior experience with government grants is preferred.
- Forecasting out equipment/system replacement needs over a five-year period and establishes a comprehensive budget for replacements. Regulatory compliance with state and federal regulations.
- Construction and renovation projects. This includes planning, budgeting, scheduling, cost estimates, bid sheets, layouts, and contracts for construction and renovation.
- Most importantly- the ability to provide experienced, professional leadership and communicate effectively with C-Suite, management, staff, vendors, and consultants in an effective way.
- Knowledge of general maintenance, construction, and repair procedures.

- Ability to assess and solve problems related to design, construction and repair of building.
- Ability to communicate effectively in verbal and written form.
- Working knowledge of ADA, and Cal/OSHA standards, etc...
- Highly organized with strong attention to detail and the ability to work on multiple projects simultaneously.
- Ability to maintain professionalism at all times and under stressful situations
- Strong project management skills.
- Knowledge of safety and hazard procedures.
- Be available on call, for emergency situations.
- Proficient use of standard office software.
- Experience working with diverse populations.
- Knowledge of competitive bidding process, contract administrative practices and general facilities planning techniques.
- Knowledge of federal and state laws and regulations related to facilities planning and construction.

PHYSICAL ACTIVITY

In the course of performing this work, the incumbent:

- Will spend substantial time standing, sitting, speaking and listening
- Will reach, stoop, bend, kneel, crouch, lift supplies and equipment
- Must regularly lift and/or move up to 25 pounds, and occasionally lift and/or move patients for which he/she must obtain assistance
- Must use personal protective supplies/equipment in accordance with policies

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

PHYSICAL DEMANDS

Strength

Standing	
Walking	
Sitting	
Lifting <u>Lb.</u>	<u>10-25</u>
Carrying <u>Lb.</u>	<u>10-25</u>
Pushing <u>lb.</u>	_____

Reaching

10%	Handling	R
50%	Keyboarding	C
70%	Throwing	N
F	Eye-Hand Coordination	R
F	Foot-Hand-Eye Coordination	R
N	Other _____	

<u>Key</u>
C – Constant
F – Frequently
O – Occasionally
R – Rarely
N – Never

Climbing

Stairs	R
Ladders	N
Balancing	R

Hearing

Ordinary	C
Other _____	

Other _____

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Seeing

Stooping

Kneeling

Crouching

Crawling

Turning/Twisting

Bending at Waist

Other _____

R
R
N
N
R

Acuity - Near

Acuity - Far

Depth Perception

Color Vision

Field of Vision

Other _____

C
C
C
C
C

ACKNOWLEDGEMENT

I have been given a copy of this position description. I understand that I may be asked to perform responsibilities and duties not listed in the description and that my supervisor may change the description at any time, according to Clinic needs.

Signed: _____	Date: _____
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Cc: Incumbent
Employee's File
Supervisor