



Peninsulas Emergency Medical Services Council, Inc.

05-019 PEMS EMS Systems – IT Specialist Position

Description

Revised 2/1/21

CLASSIFICATION: Part-Time

FTE: 0.5 (20 hours/week)

FLSA STATUS: Non-Exempt

PAY GROUP: Hourly (Office Hours M-F, 08:30 to 16:30)

Flexible Schedule and some telework available

Some night and weekend work is required

SUMMARY OF POSITION:

The *EMS Systems – IT Specialist* oversees a variety of specialized information technology activities designed to assist the Council in the fulfillment of its responsibilities and maintain statewide and regional EMS system relevance with regard to regional infrastructure, resource and information sharing, medical direction, regional planning, and regional performance improvement. The IT Specialist works with Council staff, committees and volunteers to design the Council website and perform web content management. Acts as the Regional resource and advocate for technology solutions to secure timely, and effective regional EMS system data collection, management and sharing. Responsible for first level installation and maintenance of network equipment, servers, audio-visual systems, personal computers, specialized electronic equipment and other systems requiring continuous availability. Provides instruction on a variety of computer software and technology tools in use by the Council. Advises and advocates for technology solutions to EMS system administration, communications, and information management needs. Work may also involve assignment to any of the council programs when deemed necessary. Work is performed under the general supervision of the Business Manager.

ORGANIZATIONAL RELATIONSHIPS:

Reports to: Business Manager

Works with website, social media, hardware, software, and other IT vendors and systems managers, OEMS, regional EMS council staff, educators and educational institutions, EMS agencies and providers, fire departments, hospitals, medical staff, state/city/county officials, non-governmental organizations and the general public.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Designs Council website and performs web content management; creates pdfs, fillable form documents for access via the Council's website and SharePoint site; works with Council staff to develop website and social media content; and, manages and supports other web-based systems as needed.
2. Acts as the regional resource and advocate for technology solutions to secure, timely, and effective regional EMS system data collection, management, and sharing.
3. Works with Council staff, committees and volunteers, EMS agencies, jurisdictions and Hospitals to develop and implement technology solutions to acquire information needed for EMS system planning, patient care delivery decisions and evaluation.

05-019 PEMS EMS Systems – IT Specialist Position Description

4. Responsible for the first line level installation and maintenance of network equipment, servers, audio-visual systems, personal computers, specialized electronic equipment and other systems requiring continuous availability.
5. Provides instruction on a variety of computer software and technology tools in use by the Council.
6. Advises and advocates for technology solutions to EMS system administration, communications, and information management needs.
7. Assists in the assessment, adoption and implementation of large-scale technology solutions such as cloud network services, laptop systems, system integrations, local and cloud-based software, upgrades and transitions.
8. Prepares standard operating procedures, user instructions, manuals, and computer-based training programs for custom applications.
9. Responsible for Electronic Medical Record and Virginia Pre-Hospital Information Bridge, EGift and Virginia Office of EMS Portal Promotion
10. Acts as a regional resource and advocate for Virginia Office of EMS technology tools essential to the Council, EMS agencies, operational medical directors, education coordinators and providers.
11. Submits reports to appropriate Council administrative personnel outlining progress toward specific goals and assignments.
12. Complete other duties and tasks as assigned by the Executive Director.

KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of:

- Programming languages and operation systems (Joomla, Word Press, etc.)
- Website management tools.
- On line marketing and Search Engine Optimization (SEO) tools.
- IT Security.
- IT servers and networks (on line and local).
- Data file migration.
- Social media platforms (Facebook, Instagram, Twitter, etc.)
- Web based meeting and collaboration platforms (WebEx, Zoom, MS Teams, Go To Meeting, Big Blue Button, etc.).
- Mailing list programs.
- Cloud based and local network software.
- MS Office 365 Suite.
- Apple systems and products.
- Audio visual systems and integration.
- On line productivity platforms (project management, marketing, grants, inventory control, events, survey, etc.).

Ability to:

- Develop and maintain excellent working relationships with website, social media, hardware, software, and other IT vendors and systems managers, volunteer and career EMS providers, law enforcement, fire department, hospital administrative personnel, medical staff, non-governmental organization workers and government officials;

05-019 PEMS EMS Systems – IT Specialist Position Description

- Efficiently and effectively organize, plan, implement, and evaluate various projects.
- Compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar or divergent from obvious standards) of data, people and things.
- Communicate complex and technical ideas and proposals so others will understand to include preparation of reports, schedules, and documentation.
- Perform web content management for the Council’s web page.
- Use various social media platforms to communicate with constituents.
- Install, configure, troubleshoot and repair PC hardware and applications.
- Perform setup, enhancement, and maintenance of cloud based and local servers.
- Perform data migration to cloud based and local servers.
- Maintain hardware and software inventory.
- Perform setup, and maintenance of desktop computers and audio-visual equipment.
- Maintain the Council’s databases and on-line storage systems to ensure data is stored correctly, is easily accessible, and secure.
- Provide direct technical, hardware and software support to users across the organization, including training users at various levels of expertise.
- Research and evaluate various on-line communication systems and software/hardware/internet technologies and make recommendations for the addition of and/or elimination of technologies.

MINIMUM EDUCATION AND EXPERIENCE:

1. Demonstrated and verifiable web site development and maintenance experience with multiple platforms
2. Demonstrated competence in use of Microsoft Office Suite
3. Demonstrated and verifiable experience with web-based platforms and applications, online meeting applications, learning management systems, and project management systems
4. Demonstrated ability in the use of various social media platforms.
5. Must possess and maintain a valid Virginia driver’s license with a good driving record.

PREFERRED REQUIREMENTS:

1. Three (3) years experience in an organizational IT Support role.

WORK TIME ALLOCATION:

80% - Virginia Office of EMS contract requirements
20% - Other duties as assigned

SIGNATURES:

Employee's Signature

Date

05-019 PEMS EMS Systems – IT Specialist Position Description

Executive Director

Date

Board of Directors, President

Date

Peninsulas Emergency Medical Services Council (PEMS), Inc. is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, PEMS will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with employer.