



Information Systems Manager Position Description

Job Title: WSMA Information Systems Manager

Position Description: The WSMA Information Systems Manager serves Wisconsin School Music Association (WSMA) with additional support to Wisconsin Music Educators Association (WMEA), and Wisconsin Foundation for School Music (WFSM) housed at Wisconsin Center for Music Education (WCME) in Waunakee, Wisconsin. This position is meant to evolve with the needs of members, the organizations, and the position holder. This position will manage technology and data systems for WSMA Member Schools, WSMA Programs and Services, WMEA Membership, and Foundation donor data, and provide support to manager colleagues through programs and services as determined by the Executive Director, Communications Director, and/or Program Director.

This position is responsible for maintaining, troubleshooting and supporting the IT infrastructure, including network servers, hardware, software, cloud services, backups and security systems. Additionally, they will also be responsible for creating new systems and installing new services when necessary. This role provides an excellent opportunity for gaining experience in a wide variety of technical roles.

Relationships: This position reports to the Executive Director and works in collaboration with the Program Director and/or Communication Director; this position works closely with all other members of the WSMA staff and certain volunteers.

Position Type/Work Year: This is an ongoing 52-week per year full-time budget-based position.

Compensation and Fringe Benefits: This is a salaried position with gross pay of \$50,000 - \$55,000/year based on prior experience. Additionally, WSMA employees are provided with health insurance, HRA, and access to dental, vision, and additional life insurance options. After one full year of service, full-time employees qualify for retirement benefits.

Essential Outcomes, Functions, and Responsibilities:

The following suggests the scope and focus of the position; however, it does not express every detail of the work.

Create the conditions for a strong information technology infrastructure for WSMA, WMEA, and WFSM members, programs, and services:

- In-depth knowledge of operating systems: competency with both Mac & Windows operating systems
- Ability to maintain and develop databases and solutions built with Filemaker Pro
- Cloud computing skills: Google Workspace, Virtual Databases and Servers, and AWS
- Knowledge of networks: Ability to maintain Local Area Networks (LAN) and firewall systems.
- Ability to utilize word/text documents for communication, mail merge, and collaborative editing
- Provides information on a timely basis in a usable form to others who need to act on it.
- Ability to utilize spreadsheets for organizing data, data analysis, calculations, and charting
- Understanding of database structure, relational tables and objects, and use of database for data entry and reporting
- Ability to learn new technologies and processes information quickly
- Ability to adapt to changes in timelines and sequences
- Analyze business processes and associated IT technical software and hardware solutions, and make recommendations for areas to improve business value, speed of delivery, and quality of the products/services delivered
- Manages phone system, building security system, and network system.
- Ensures data recovery, maintenance, data integrity, and space requirements for physical databases are met through formulations and monitoring of policies, procedures, and standards relating to database management
- Implementation of API to connect legacy applications with modern ones.
- Prepares for and assists with logistics of various meetings, conference calls and webcasts
- Excellent oral and written communications, interpersonal, and organizational skills
- Excellent administrative and technology support to members/customers and internal staff
- Ability to work cooperatively and productively with others to achieve results. Acts to promote a healthy work climate, good morale, and cooperation between team members. Promotes teamwork by building commitment and maintaining optimism.
- Listens and responds effectively to team and member questions; resolves issues with a focus on customer satisfaction.
- Ability to write in a concise and organized manner.

- Knowledgeable and confident in communicating information to peers and members. Listens actively and speaks clearly and directly.
- Shares information with others to help them perform their jobs and seek feedback from others to do their job more effectively.
- Monitors and checks work; plans and organizes time and resources efficiently.

3. Preferred Background

- Software Experience
 - Google Workspace (formerly G Suite)
 - Filemaker Pro Databases
 - Formstack
 - Wordpress Website Builder
 - Membersuite (AMS)
- Strong proficiency in HTML, CSS, and JavaScript
- Strong understanding of W3C web standard semantics and accessibility guidelines
- Proficient in one or more Database Management Systems
- Understanding of RESTful APIs and integration with backend services
- Proficiency in AWS, Filemaker Pro, MemberSuite, Google IT Support Professional Certificate
- Experience with providing excellent administrative and technology support to members/customers and internal staff
- Bachelor's Degree in Computer Science, Information Technology, Management Information Systems or a related discipline OR equivalent experience; Associate Degree applicants from a technology focus area will also be considered
- Minimum of 2-4 years of related experience
- Experience with providing excellent administrative and technology support to members/customers and internal staff

Disclaimer: The above statements describe the general nature and level of work being performed by people assigned to this position. They are not an exhaustive list of all responsibilities, duties, and skills required of this position. Conditions at WSMA are fluid, changing in some measure throughout the year. Every WSMA employee may, from time to time, be required to perform duties outside of their normal responsibilities in service of our membership, associations, and foundation.