

ASPHALT INSTITUTE, INC.

JOB TITLE: Information Technology Systems and Web Manager

SUPERVISOR'S TITLE: Director, Marketing and Membership

POSITIONS SUPERVISED: None

FLSA STATUS: Exempt

Updated: October 4, 2022

GENERAL SUMMARY Under the general supervision of the Director, Marketing and Membership, the IT Systems and Web Manager is the onsite lead for all IT functions and web presence for the Asphalt Institute.

ESSENTIAL ROLES and RESPONSIBILITIES

1. Web Manager (major focus)
 - Maintains functionality, accuracy and current information on websites (public and private)
 - Oversight for websites' structure and security including but not limited to hosting and domain renewals
 - Content management and modifications to public and private AI websites

2. Association Software (major focus) (Currently Protech)
 - Oversight and maintenance of 3rd party subscription-based association management system
 - Assist 3rd party provider to maintain association software integration with online store
 - Maintains timely and daily focus for software/service functionality and updates/upgrades
 - Coordinates regularly with all departmental users at AI and with vendor

3. IT Systems Management (major focus)
 - Primary point of contact regarding information for all hardware and software within AI
 - Maintains communication with management and staff
 - Manages and delegates incoming correspondence through catch-all/alias email accounts
 - Ensures AI system's and server's data is archived using local and cloud based systems
 - Oversight/awareness of help desk hosted service contracts with 3rd party vendors
 - Assist 3rd party vendor with acute user needs (lost files, network lock outs, etc.)
 - Assists with budget (capitol and operational) development of IT software and systems
 - Produces periodic reports of system performance and briefs status/issues/concerns to management

4. AI Specific Software
 - Responsible for overall functionality/reliability and oversight of software support agreements
 - Maintains vendor relationships
 - Responsible for integration of 3rd party software packages (Docebo, Click Dimensions, Survey Monkey, Mail Chimp, etc.)

5. Asphalt Institute Member Meetings
 - Attends as part of the Institute's staff to assist with IT needs for members and AI staff

- Performs all general duties required of staff while on site.
6. Telephone System
 - Liaison with 3rd party vendor on functionality of AI's phone system
 - Trains users as needed
 7. Web Meeting Services (adobe Connect, Zoom, Teams)
 - Responsible for oversight of contracted web-based conference services
 - Responsible for training AI users on the functions and capabilities of these services.
 - Performs all general duties required of staff while deployed

INTERDEPARTMENTAL RESPONSIBILITIES

- While this position does not have direct staff reports, the individual in this position works closely with staff in all departments to ensure the accomplishment of the essential job functions of the position.
- This position is responsible to ensure all users of AI's managed systems are trained, kept abreast of changes and part of the team effort for any software/system conversions.
- Integral participant in all digital marketing efforts

KNOWLEDGE AND ABILITIES

- Expertise and hands on experience with Web Applications and programming languages such as HTML, CSS, JavaScript, JQuery and API's. (Preferred - XML, AJAX, RSS, PHP, ASP, SQLserver)
- Familiarity with E-Commerce applications.
- Experience with WordPress essential, Drupal or alternative content management systems a plus
- Experience with R&R Report Writer.
- Experience with learning management systems
- Experience with Office365
- General knowledge of best coding practices and best SEO practices for semantic content, links, etc
- Good customer focus, attitude and excellent interpersonal, verbal and written communication skills.

EDUCATION

Associate or Bachelors degree in related technology field.

EXPERIENCE

Minimum five years of related business experience required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential functions include manual hand and finger dexterity sufficient to operate typical office and IT equipment, the ability to hear and speak clearly for telephone communications and the ability to lift, bend and move about when traveling or working with IT equipment and supplies.

TRAVEL

This position will require occasional travel (typically three to four trips per year) principally in the US but occasionally to Canada to support the mission of the Asphalt Institute. Must maintain a current US automobile driver's license and a US passport.