



Information Systems Operations Manager JOB REQUIREMENT PROFILE

DATE POSTED: 1-13-2012
LAST DATE FOR CONSIDERATION: 1-27-2012

POSITIONS AVAILABLE: 1
JOB CODE: 159532

AVAILABILITY: Average hours per week – 40-50 . Must be able to work weekends, holidays, flexible schedule (to include days, shifts, hours).

PRIMARY PURPOSE: Installs and maintains information systems hardware and software for the park's business and administrative operation. Emphasis on daily back office and operational systems' support(hardware and software) insuring the continual operation of the park. Supervision of 2 to 3 seasonal support staff members.

EXPERIENCE/TRAINING REQUIRED: B.S. or B.A. degree required, with one to two years experience in information systems and hardware support. Previous experience with Point of sale, networking, personal computers and related peripheral hardware. Excellent communication (written, verbal and listening) skills, especially for dealing with public and associates. Excellent interpersonal skill. Strong organizational skills.

LICENSE OR CERTIFICATE REQUIRED: Valid driver's license

PERSONAL TOOLS OR EQUIPMENT REQUIRED:

SUMMARY OF ESSENTIAL JOB TASKS

1. Performs all duties in a safe manner.
2. Provide weekend coverage during park Operation.
3. Installs and maintains the park's business and operational hardware and software.
4. Supervises a staff of three(3) seasonal employees. Insuring adequate coverage during park operation.
5. Administers the company's network users and provides assistance to the staff's network administrator, as needed.
6. Installs/maintains personal computer hardware and software. Software includes: MS Office and related products, as well as, internally developed or other vendor desktop and networked applications, etc. Hardware includes: personal computers, monitors, printers, modems, memory, as well as, Point of Sale and other application specific hardware, etc.
7. Keeps abreast of current trends and practices in field of expertise by attending educational workshops, reviewing professional publications, establishing personal networks and participating in professional societies.
8. Speaks clearly and concisely with organized thought processes.
9. Communicates clearly and effectively in speaking, writing and listening to management, associates, vendors and guests.
10. Maneuverability and mobility to work throughout the park on various systems (Point of sale, Gate central ticketing, local area network).
11. Responds to and takes appropriate action to resolve problems or concerns from associates or guests.
12. Documents new systems for future reference. As existing systems are modified or maintained, documents changes and/or modifications.
13. Attends meetings and makes presentations.
14. Follows established accounting procedures for documentation of expenses.
15. Keeps management apprised and distributes documentation of data collected.
16. Regular attendance.
17. Ability to work with other people.
18. Good judgment.

PHYSICAL ACTIVITIES CHART FOR ESSENTIAL FUNCTIONS

1. Type of equipment or tools used the and degree during normal work day the to: 2. Percentage, maximum consecutive time(min), and degree during normal work day the frequency of use: for this position, and employee is required

O - Occasionally 1-33% % - Percentage
 F - Frequently 34-66% min - minutes
 C - Continuously 67-100% deg - degrees

TOOLS/EQUIPMENT	O	F	C
Office utensils			X
Computer			X
Telephone		X	
Hand held radio	X		
Copier, fax	X		
Printers, modems, vehicle	X		

	%	min
sit	35	60
Stand	20	10
Walk	20	20
Squat	1	1
Kneel	1	1

	%	min	deg
bend	10	1	90
twist	10	15	180
crawl	1	1	
climb	1	15	
reach	1	5	

3. Weight and frequency required to be lifted or carried each normal workday.
 N - Not required 0% O - Occasionally 1-33% F - Frequently 34-66% C - Continuously

Weight	N	O	F	C
Up to 10 lbs				X
Up to 20 lbs			X	
Up to 35 lbs		X		
Up to 50 lbs		X		
Up to 75 lbs		X		
Up to 100 lbs	X			
Over 100 lbs	X			

The lifting and carrying requirements are as follows:
 Lift waist high: test equipment personal computer, parts and transports up to 15 ft.

5. Repetitive use of hands:

- Simple grasping; normal weight 10 lbs; frequency Continuously
- Pushing and pulling; normal weight 10 lbs; frequency Continuously
- Fine manipulation; description: N/A
- Awkward hand positions; description: Reconfiguring/installing equipment

6. Repetitive use of foot or feet in operating machine controls (includes vehicles).

Not required Required

Description of frequency and pressure required: Normal foot pressure to operate vehicle

7. Sensory requirements (speech, vision, smell, touch, hearing):

Speech/hearing - to communicate with associates, guests and vendors/suppliers.
 Vision - to operate vehicle, work on computer, inspect computer equipment

ENVIRONMENTAL FACTORS

Environmental factors of each workday:

Must be able to work in adverse weather conditions to include heat, rain and cold.

Time spent: inside: 4 hours outside: 4 hours

Temperature: X normal range ___ extreme cold ___ extreme hot

Humidity: X normal range ___ humid ___ dry

Atmosphere: X fumes ___ odors X dust ___ gas ___ poor ventilation

Description: Dust: normal office dust.

Special Hazards: X mechanical X electrical ___ chemical ___ explosive ___ radiation ___ other

Description: Mechanical/electrical: computer equipment

Protective Clothing Required: N/A

SUMMARY OF NON-ESSENTIAL JOB TASKS

1. May be required to work at other assignments as needed.
2. Keeps work area clean.
3. Follows proper storage requirements of equipment & supplies.

INTERESTED APPLICANTS FOR THIS POSITION ARE REQUESTED TO APPLY IN PERSON AT THE EMPLOYMENT OFFICE or SUBMIT A RESUME VIA FAX TO 704-583-9133. ADDITIONAL INFORMATION ON THE POSITION MAY BE OBTAINED FROM THE EMPLOYMENT OFFICE.

EOE M/F/D/V