



Job Title:	Computer Systems Specialist	Reports to:	Director, Technical Solutions
Department/Group	Technical Solutions	Date Posted:	07/09/2021
Location:	Chicago, IL Potential for Remote	Travel Required:	One time per year, and for professional development if necessary
Direct Reports:	None	Position Type:	Full time

Job Description

The American Epilepsy Society is a membership association and research funder with a vision to eradicate epilepsy and its consequences. We serve the medical and research communities, and our membership includes physicians, nurses, scientists, and other health care professionals throughout the world. With a small, Chicago-based staff and several remote employees, we move nimbly and work collaboratively. We value excellence and inclusivity, all in service of improving the lives of people with epilepsy.

POSITION OVERVIEW

The Systems Specialist is responsible for ensuring the integrity and utility of the society's association management software (AMS) and the data housed therein. S/he works with staff and vendors to ensure the database effectiveness and integrity and provides data analysis and reporting to staff and member leadership to support informed decision-making.

POSITION RESPONSIBILITIES

Data Management (60%)

- Serve as the society's subject matter expert for the Association Management System. Creates training manual and how-to reference material for staff use. Provides training on functions relevant to their department's needs. Cross-trains selected staff to ensure redundant coverage of business-critical functions
- Responsible for data management, maintenance and data integrity
- Develop and document standard operating procedures for data entry and management
- Oversee accuracy of data entered or imported into the system and training appropriate staff on database protocols.
- Proactively maintain and troubleshoot AMS/database and other applications and integrations.
- Form and maintain deep understanding of AES existing data as well as future data requirements to support business decisions.



- Develop and maintain an understanding of the existing data and future data needs as it relates to business requirements. Create queries and reports as required or requested, working with staff to ensure mutual understanding of the purpose of the report, and accurate and complete definition of data and format
- Provide reports and lists to stakeholders as on schedule or as needed.
- Responsible for communication and relationship management with AMS vendor and integrated product vendors to assure proper functionality. Report and work to resolve issues and identify improvements.
- Participate in and support project management efforts involving staff, AMS vendor, consultants, and/or other vendors for AMS implementations, customizations, enhancements and upgrades.
- With the Marketing Manager and AMS Vendor, maintain the member facing web portal.
- Interface and collaborate with the Finance Manager to facilitate effective information interchange between AMS database and accounting system/firm

Integration Support (20%)

- With the Director, Technology Solutions build and maintain connections between the Association Management System and external business solutions through Power Automate.

Technology Support (10%)

- Triage support requests and track in ticket system; escalate to managed services provider and follow up with end-user to verify satisfactory outcome.
- Assist in system upgrades and supports staff training needs in AMS and other Microsoft software products (e.g Outlook, Word, Excel).
- Install and configures computer hardware, software, systems, networks, phones/VoIP, printers and scanners as needed
- Create and maintain documentation and SOPs for business processes.

Training (5%)

- Provide training on AES systems to staff.

Other (5%)

- Provide on-site support as needed at the American Epilepsy Society Annual Meeting.
- Assists with special projects as requested.



- Other duties as assigned.

REQUIRED SKILLS

- Bachelor's degree.
- Three to five years' work experience in database support position with an association.
- Expertise with database management, reporting, querying, and internal control procedures.
- Excellent problem-solving skills – ability to assess an issue accurately and identify underlying causes and solutions.
- Excellent writing and communication skills
- Ability to document clearly procedures that can be used for staff training or project management with vendors.
- Detail-oriented and organized.
- Strong customer service and interpersonal skills.
- Must be able to work with a small staff as part of a team.

PREFERRED SKILLS

- Proficiency and experience with Impexium or similar association management system (AMS)
- Understanding of Power Automate, Zapier or similar no-code solutions.

AES VISION

The vision of the American Epilepsy Society is to eradicate epilepsy and its consequences.

AES MISSION

The mission of the American Epilepsy Society is to advance research and education for professionals dedicated to the prevention, treatment and cure of epilepsy.

AES VALUES

- We are dedicated to improving the lives of people with epilepsy.
- We embrace innovation and strive for excellence in everything we do.
- We are an inclusive, collegial community, which enriches the experiences of all involved.
- We value collaborating with other organizations that are aligned with our mission to achieve greater results.

AES is an Equal Employment Opportunity employer. Equal Employment Opportunity is a fundamental principle of the American Epilepsy Society, where employment is based upon personal capabilities and qualifications without discrimination based on race, color, sexual orientation, gender identity, religion, sex, age, national origin, military history, disability, genetic information or any other protected status. This policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination and all other terms and conditions of employment. The American Epilepsy Society prohibits employee conduct that results in discrimination. Each manager and supervisor is responsible for implementing and supporting this policy.



Anyone who violates another's rights in any of these areas is subject to dismissal. Discrimination is not tolerated in any form by AES and appropriate disciplinary action may be taken against any employee violating this policy.

Approved By:	Eileen M. Murray	Date:	July 8, 2021
Last Updated By:	James Polous	Date:	July 8, 2021