Information Technology (IT) Representative

Position Description
The Information Technology (IT) Representative is assigned to the Oversight Team and reports to the Oversight Manager. The IT Representative coordinates with LAC (Local Assistance Center) Managers and IT Technicians to maintain communication and network capabilities.

Responsibilities
1. Coordinate with LAC Managers and/or IT Technicians for needed resources and services
2. Coordinate IT personnel for services at all LAC(s)
3. Coordinate IT resources to accommodate FEMA personnel and equipment (if applicable)
4. Provide direction to technicians to ensure overall efficiency of services provided by contract service providers
5. Discuss procurement related decisions with the Purchasing Representative
6. Consult with the Finance Representative and work with Vendor Representatives for additional/changes to service contract agreements
7. Consult with the Finance Representative on cost documentation requirements

Activation Phase Actions
- ☐ Notify regular supervisor of LAC work schedule
- ☐ Review position responsibilities and clarify any issues regarding authority or assignment
- ☐ Check in with the Oversight Manager
- ☐ Verify contact information
- ☐ Assist with LAC set up
- ☐ Assess the status of your available resources
- ☐ Communicate with Deployment Phase IT Subject Matter Expert over IT to finalize IT projects at LAC site
- ☐ Contact counterparts in home agency and establish lines of communication

Operational Phase Actions
- ☐ Review position responsibilities
- ☐ Attend ongoing situation briefings
- ☐ Refer media to Media Relations Manager
- ☐ Collaborate with the Oversight Team Finance Representative, Facilities Project Manager and IT vendor representatives for additions or changes to IT service contract agreements when necessary and for cost documentation requirements
- ☐ Report situation status and resource status to Oversight Manager
- ☐ Function calmly in situations requiring a high degree of sensitivity, tact, and diplomacy
- ☐ Communicate effectively with a variety of individuals representing diverse cultures and backgrounds
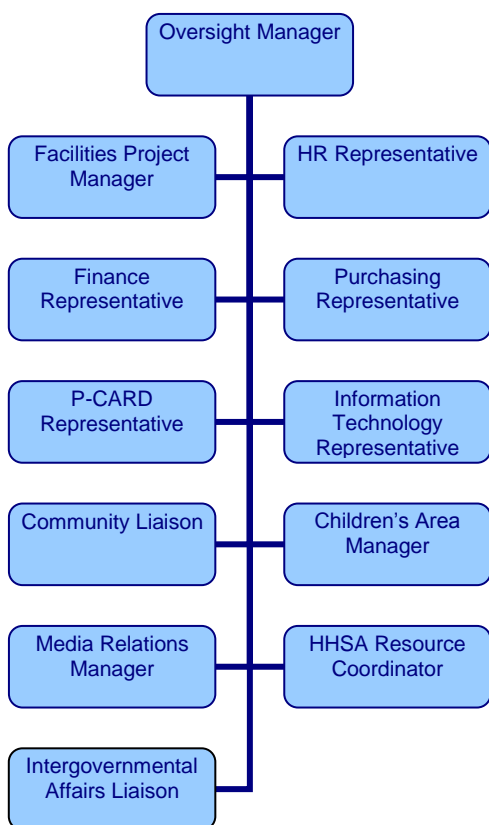
Deactivation Phase Actions

☐ Work with Oversight Team to develop Demobilization Plan
☐ Participate in the Demobilization Plan
☐ Ensure that any open actions are handled by the appropriate person
☐ Ensure that all required forms and reports are completed
☐ Contact any of your department/agency staff that had been scheduled to work in the LAC and notify them of deactivation
☐ Contact your regular supervisor and notify him/her of deactivation
☐ Leave forwarding information, including pager or cell numbers and email
☐ Participate in the LAC After Action Report

Organizational Structure

LAC OVERSIGHT TEAM

- Oversight Manager
- Facilities Project Manager
- HR Representative
- Finance Representative
- Purchasing Representative
- P-CARD Representative
- Information Technology Representative
- Community Liaison
- Children's Area Manager
- Media Relations Manager
- HHSA Resource Coordinator
- Intergovernmental Affairs Liaison

LAC TEAM

- LAC Oversight Team
- LAC Manager
- LAC Assistant Manager
- Facility Operations Representative
- Accounting Representative
- P-CARD Holder
- Bilingual Interpreters
- Communications Specialist
- Runners
- Security
- Community Ombudsman
- Administrative Support
- Children's Area Supervisor
- Children's Area Worker
- IT Technician
- Information Intake/Reception
- HHSA Liaison
- Chaplain
- Volunteer Coordinator