

*Case Management Society of New England  
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**JOB TITLE:** Technical Consultant

**ORGANIZATION:** Case Management Society of New England (CMSNE)

**JOB DESCRIPTION OVERVIEW:** The Technical Consultant position is an independent contractor arrangement. There is a variable time commitment, usually two to three (2-3) hours per month. The successful candidate is required to: manage and maintain the Chapter website, administer all Chapter-related email groups, monitor Chapter technical assets, make recommendations to the Chapter relating to procuring equipment and service contracts and assist the Chapter in making sound decisions relating to technological needs. The Technical Consultant works directly with the Executive Director and in accordance with the Executive Board.

**MINIMUM REQUIREMENTS:** Ability to work independently is required. Must have demonstrated experience managing and creating websites. Computer knowledge utilizing the following programs is essential: Microsoft - FrontPage, Word, Excel, Outlook and Adobe Acrobat. Excellent verbal, interpersonal, organizational and writing skills a must. Occasional travel in the New England region may be required.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:** The essential functions and responsibilities are as follows:

***Administration of Chapter website***

- Evaluate opportunities for website hosting.
- Recommend website hosting arrangements on an annual basis using cost, quality of service and ability to self-serve as key criteria.
- Create and/or maintain web pages, including forms.
- Retrieve form output, sending to Executive Director.
- Sets up domain email addresses via website host.
- Make recommendations to the Executive Board relative to additional development of website.
- Monitor website activity, keeping Executive Board apprised of hits and other tracked information.
- Tracks usage of hosting quota, keeping Executive Director apprised of current usage and need to delete files and/or logs.
- Eliminates and/or reduces logs to reduce usage of hosting quota.

***Administration of Chapter-related email groups***

- Create new groups as directed.
- Approve and/or subscribe members to email groups based on current membership information provided by the Executive Director
- Monitor email groups for bounced mail.
- Subscribe and unsubscribe members to email group based on criteria set forth by Executive Board.
- Prepare annual summary of email group activity and make recommendations to improve group efficiency and operation to the Executive Board.

***Technical assets***

- Receives annual update of Chapter assets from Executive Director.
- Notes aging of Chapter equipment and pre-evaluates new equipment to ensure prompt update.
- Evaluates and ensures maintenance of service contracts when deemed reasonable and appropriate.
- Recommends upgrades to software as issued by manufacturer.
- Evaluates and make recommendations relating to purchase of new equipment.

***Other responsibilities***

- Ability to troubleshoot and take action to resolve website, email group and other technical aspects of operations for the Chapter.
- Work with committees to facilitate communication, transfer to information or simplify technical aspects of operations.
- Prepares documentation, including graphical representations, related to technical issues, such as “guide to” or “help page”, at the direction of the Executive Director or Board.