



Information Network Associates
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Senior Mass Notification Administrator Position Available

Information Network Associates, Inc. (INA) has an opportunity available for a professional to join our organization as a Senior Mass Notification Administrator. This role will be responsible to manage and oversee the operational aspects of the client's Mass Notification System. This position will be responsible to plan for and develop procedures to improve the quality and efficiency of the team's operations. The position will serve as a liaison between INA's staff in New Jersey and Pennsylvania while supporting the administrative functions between the offices, including oversight and management of the system as well as junior-Administrators.

This position will lead and oversee a team supporting the Global Watch Desk. This is a senior level position and will be located in Rahway, New Jersey, with a major Fortune 100 client.

The incumbent must possess a high degree of operational and information security awareness, discretion, and confidentiality. Additionally, the incumbent must have prior experience using a Mass Notification System. Specific experience with Send Word Now is preferred.

Essential requirements of the position include, but are not limited to:

- Serve as the subject matter expert on the Mass Notification System, managing the most complex issues; provide detailed status updates; scope, plan, and prioritize multiple requests.
- Create, manage the development of, and implement System policy, standards, guidelines, and procedures.
- Develop and deliver appropriate progress reports, proposals, and presentations.
- Serve as liaison between INA staff and the client; prepare and provide briefings on current and proposed project.
- Collaborate and communicate with Company units and/or Clients in a timely and clear fashion; provide guidance, manage change and/or provide support; identify and resolve issues and conflicts.
- Analyze, capture, and understand the true issue of the Client, gather information efficiently by asking probing questions; mentor others in this process.
- Supervise staff whose skill ranges from entry level to experienced, including assigning work, scheduling, monitoring overtime, evaluating performance, resolving complaints, and ensuring staff development.
- Provide on-going guidance, mentoring, feedback, and motivation to staff to ensure competent performance while adhering to INA policies and procedures.

Other duties may include, but are not limited to:

- Plan, prepare, and conduct regular mass notification tests.
- Review test results, identify shortcomings, and work with the team and vendor to continue improving system performance.
- Conduct training and stakeholder engagement to promote and develop use of the system enterprise-wide.

- The position may provide ancillary support to the company's operations center, travel security, and crisis planning programs as needed.

The ideal candidate should possess a Bachelor's degree in a related field of study and four to six years related experience with a Mass Notification System, or any combination of skills, knowledge and ability may be substituted. Specialized IT technical experience is required in order to enable interactions with IT partners supporting the program, to include knowledge of, or experience with SFTP's. A Bachelor's degree in a related field and advanced level experience with Send Word Now, analysis, and report writing is preferred.

Compensation for this position will be commensurate based on a candidate's experience. The selected candidate will also be eligible for a robust benefit package including medical, dental, and vision benefits, paid time off, company paid holidays, and more. Please note, relocation expenses will not be covered.

This is a continuous posting and will remain open until filled. Interested candidates are encouraged to submit their cover letter, resume, and compensation requirements to sthomas@ina-inc.com.

EOE M/F/Vet/Disability

It is the policy of INA to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristics under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, use of all facilities, and participation in all company-sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by the company where appropriate.

INA will take steps to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into our workforce and considered for promotional opportunities.

ABOUT INA

INA is a privately held small business headquartered in Harrisburg, Pennsylvania. INA was founded in 1982 by a former FBI special agent who serves as Chairman of the Board. With more than 30 years of proven experience, INA has developed a reputation as a premiere investigative and security solutions provider. INA's past performance reflects a deep commitment to excellence and quality service.