The Indexing Tech exists to ensure that all stakes, volunteers, commercial data entry vendors, historical/genealogical societies and/or archives that are involved with the FCH Department in indexing records of genealogical value receive the indexing specs, training, support and records necessary to successfully complete their indexing projects. They provide services such as system administration, production planning, business administration, vendor coordination, Tier 3 customer support, quality assurance, and all other operations tasks. An additional customer is the Temple Department with the expectation that Indexing Operations will provide a predictable, steady stream of temple qualifying names. Internal customers include headquarters staff as Index Project Managers, World-Wide Support, Digital Pipeline Managers, etc. Other deliverables include indexing specs, vendor projects, quality audits, processed data, support scripts, training, and all other operational task completion as needed.

**Qualifications**

List the minimum requirements for the position. Identify knowledge and skills required, including formal education, specialized training, and prior experience. Include any degrees, certifications, and licenses that are required.

* Associates Degree, or 3 years experience in the FCH Department
* 2 years of Operations experience; Quality Assurance, Support, Planning, System Administration, or Business Administration
* Excellent team skills
* Excellent interpersonal skills
* Good customer service skills

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