Information Technology Administrator

Department: Information Technology	**Pay Grade:** 20
Reports to: City Manager	**Hiring Salary Range:** $44,809 - $56,012
FLSA: Exempt	**Deadline to Apply:** Open Until Filled

GENERAL STATEMENT OF DUTIES

Employee will perform difficult and professional technical work in planning, organizing and implementing information technology systems for the City.

Distinguishing Features of the Class

An employee in this class is responsible for managing the City's information technology and communication systems including installing and maintaining hardware and software applications; troubleshooting and resolving equipment failures; serving as the Local Area Network Administrator; coordinating internet services through provider; updating computer systems; maintaining telephone systems with vendor support; and maintains City's website. Work involves planning, organizing and daily support and operation of technology systems. Work requires a high level of technical knowledge of hardware and software applications; understanding of networking and various operating systems. The employee also recommends hardware and software systems for purchase; performs and coordinates installations; performs repairs, and provide software and user support. Work is performed under the supervision of the City Manager or his/her designee and is evaluated by discussion, observation, efficiency and effectiveness of the computer and network operations and feedback from users of the system.

Essential Duties and Tasks

➢ Provides advice and consultation to Directors, Managers, Supervisors and employees on all aspects of the City's information systems, including the development of departmental information technology plans, goals and objectives. Ensures that plans, goals and objectives are consistent with the City's overall plans, goals and objectives.

➢ Plans, organizes, and develops information technology systems and provides technical support.

➢ Resolves network problems and offer technical assistance to users; manages and maintains networks and networking equipment including switches, routers and firewalls.

➢ Installs, configures and maintains the City's network.

➢ Troubleshoots network and IT system problems and performs difficult maintenance on servers, computers and peripheral equipment.

➢ Acts as primary organizational interface with vendors and provides internal analysis and support.

- ➢ Visits work sites and provide technical answers via telephone or remote network administration to diagnose and solve problems.

- ➢ Performs troubleshooting, upgrades, and repairs of systems; coordinates major repairs and upgrades.

- ➢ Assists employees engaged in technical projects such as setting up for webinars; streaming of public meetings, etc.

- ➢ Develops an annual IT budget and provides fiscal direction for technology with City departments; purchases items and approves hardware and software purchases.

- ➢ Maintains inventory of hardware and software owned by the City.

- ➢ Participates with the creation of policies and guidelines for websites, email and internet usage.

- ➢ Keeps abreast of technological updates and/or improvements.

- ➢ Serves as liaison between the City, computer vendors, and hardware and software technical personnel.

- ➢ Serves as Chairperson of the Information Technology Committee.

Additional Job Duties

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

- ➢ Considerable knowledge of current information systems technology in hardware, software and various applications that are being used.
- ➢ Considerable knowledge of computer equipment installation, preventative maintenance and troubleshooting techniques.
- ➢ Considerable knowledge of systems analysis and computer operational policies, procedures and best practices.
- ➢ General knowledge of budgeting and purchasing procedures.
- ➢ General knowledge of telephone systems.
- ➢ Skill in the installation and operation of various computer hardware devices and software application.
- ➢ Ability to understand the technical language, programming, and applications of computers
- ➢ Ability to plan and coordinate daily computer system needs.
- ➢ Ability to handle confidential information appropriately.
- ➢ Ability to establish and maintain effective working relationships with employees, system users, outside consultants and vendors.

Physical Requirements

Must be able to perform the basic life operational skills of kneeling, lifting, fingering, talking, hearing and repetitive motions. Must be able to exert up to 20 pounds of force occasionally and 10 pounds of force frequently or constantly to move objects. Must possess the visual acuity for color perception; preparing and analyzing written or computer data; visual inspection involving small defects and/or small parts, and assembly or fabrication of parts at or within arm's length.

Desirable Education and Experience

Graduation from a community college with an associate's degree in information technology, information systems, computer science or related field and considerable experience as a systems administrator, computer systems analyst, or related profession, including considerable network experience; or an equivalent combination of education and experience.

Special Requirements

Possession of a valid driver's license is required.