JOB DESCRIPTION

Title:	Information Technology Administrator	**Department(s)**:	Finance
Reports to:	Finance and Administrative Services Director	**Location:**	Municipal Building
FLSA:	Exempt	**Pay Grade:**	Salary Resolution
Shift:	Day	**Status**:	Full-Time
Bargaining Unit:	None	**Date**	August 28, 2022

JOB SUMMARY

The Information Technology Administrator serves as the principal internal advisor to the City Manager and city management team for planning, organizing, developing, and administering network and city information technology policies, procedures, and programs. Work requires technical advice and decision making in all areas of information technology administration, including hardware/software selection and implementation, and maintenance, system upgrades/enhancements, personal computer (PC) technical support, information technology employee training programs, and managing the annual information technology budget.

Support duties include responding to and resolving hardware, software and network problems. Collaborating with vendors, consultants and service providers to achieve highest possible standards of information system security, integrity and functionality. Maintain effective communication, facilitates knowledge transfer, and fosters environment of development with co-workers, vendors and service providers throughout the performance of duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary.

- Responsible for maintaining all aspects of all city local area networks in conjunction with a Windows Active Directory 2016 environment. Supervises the daily system operations and/or networks.

- Administration of Azure Active Directory and Microsoft Exchange Online

- Perform routine/schedule audits of all systems, including all backups

- Reviews reports of computer and peripheral equipment production, malfunction, and maintenance to ascertain costs and plan operating changes. Responsible for maintaining and troubleshooting network hardware and PC attached peripherals. Maintains hardware and software standards per policy. Maintains network security per policy.

- Develops and documents procedures for network operations, controls, system recovery and enhancements. Coordinates and assists department heads in the development and documentation of departmental computer operating procedures.

- Provides leadership and direction in the development of short and long term plans; gathers, interprets, and prepares data for studies, reports and recommendations; coordinates IT related activities with departments and agencies as needed. Research, evaluate and recommend future city-wide standards for hardware and software.

- Responsible for identifying and monitoring city user computer training needs. Establish and maintain with user group a computer training schedule and coordinates all computer classes.

- Oversight of support vendor for advanced technical needs.

- Serves as primary contact between software vendors and city staff for monitoring and solving problems. Assists city computer users in identifying and documenting system needs, changes and/or improvements, and recommends appropriate solutions for satisfying user requirements and satisfying user needs.

- Prepares annual city information technology objectives aimed at improving the operations and efficiency of city government.

- Serves as support staff for City website maintenance.

- Assists with development and maintenance of the various software programs used by the city, where appropriate.

- Assures that assigned areas of responsibility are performed within budget; performs cost control activities; monitors revenues and expenditures in assigned area to assure sound fiscal control; prepares annual budget capital and operating budget requests; assures effective and efficient use of budgeted funds, materials, facilities and time.

- Administers all telecommunications systems including on-premise VOIP and Cellular Communications.

- Evaluates and directs the purchase/upgrade of all hardware, software and systems for either program or administrative use. Approves and installs all software used for administrative purposes.

- Sets up network, voicemail, and internal e-mail accounts for new employees. Orients and trains staff in the use of personal computers, software applications and automated communications systems.

- Attendance at night meetings is required. Some travel to off-site locations may be required.

SUPERVISION RECEIVED AND/OR EXERCISED

- Exercises supervision over professional and/or administrative staff, as assigned.

- Directly supervise all contract consultants.

- Works under the direct-supervision of the Finance and Administrative Services Director.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- Certifications in the following is not required, but is preferred- CompTia Network +, CompTia Security +, Microsoft Certified Systems Administrator

- Bachelor's Degree

- 5 years of increasingly responsible related experience, or any equivalent combination of related education and experience, that provides requisite knowledge, skills and abilities for the position.

Language Skills

- Ability to analyze data and information using established criteria, in order to determine consequences and to identify and select alternatives. Ability to compare, count, differentiate, measure, copy, record and transcribe data and information. Ability to classify, compute, tabulate, and categorize data.

- Ability to persuade, convince, and/or train others. Ability to advise and interpret how to apply policies, procedures and standards to specific situations.

- Ability to utilize a variety of advisory data and information such as: Code manuals, City ordinances, directories, State statutes, procedures, guidelines and non-routine correspondence.

- Ability to communicate orally and in writing with City personnel, Department personnel and City residents.

Mathematical Skills

- Ability to calculate percentages, fractions, decimals, volumes, ratios, present values, and spatial relationships. Ability to interpret basic descriptive statistical reports.

- Ability to create, maintain, and adjust technology budget to accommodate/stabilize the needs of a growing Information Systems Infrastructure

Reasoning Ability

- Ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory and/or judgmental criteria.

- Ability to work well under pressure and handle stressful situations, to organize work and set priorities, managing time and resources to meet deadlines and changing demands within the entire operation of administrative services, perform duties with a minimum of supervision.

Other Qualifications

- Knowledge of Desktop hardware and software systems sufficient to install, maintain and repair systems proficiently.

- Working understanding of Active Directory, Group Policy Management, and application whitelisting.

- Working understanding of Two Factor Authentication

- Ability to gather, analyze, interpret, and present data in clear and concise reports and make recommendations.

- Working understanding of EDR, MDR, and XDR responses.

- Working understanding of MS Office software and their applications.

- Ability to establish good working relationships with all levels of staff and citizenry, and provide facilitation skills when necessary.

- Working understanding of Disaster Recovery and On-Premise and Cloud techniques.

- Ability to organize and prioritize a large number of projects at one time.

- Ability to work independently and in a team environment.

- Working understanding of Windows Server technologies including Server 2008, 2016, 2019

- Working understanding of Wireless Bridging, SSL and IPSEC VPN techniques, WAN and LAN connectivity

- Working understanding of VOIP telephone technologies including installation, maintenance, and troubleshooting/repair

- Working understanding of Corporate Firewalls and Network switching, including VLANs, Managed Access Points, and traffic control.

- Working understanding of Virtualization, including Hyper-V and VMWare technologies

- Working understanding of IP camera systems

- Good written and verbal communication skills.

- High level of skill in organization, planning, attention to detail and accuracy. Strong analytical ability.

- High degree of confidentiality and experience in handling sensitive information.

- Ability to work with others in achieving team and organizational goals.

- Supervisory skills.

- Ability to effectively meet and deal with the public.

- Ability to work effectively in cooperation with fellow employees as a member of the administrative staff team.
- Valid state driver's license, or ability to obtain one.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or operate objects, tools or controls; and reach with hands and arms.
- Vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- The employee may be required to push, pull, lift, and/or carry up to 40 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is moderately quiet.
- Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as repetitive computer keyboard use, irate individuals and intimidation may cause discomfort and poses limited risk of injury.

The City of Whitewater is an Equal Employment Opportunity. In compliance with the American with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

SELECTION GUIDELINES

- Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.
- Nothing in this job description reflects management's right to assign or reassign duties and responsibilities to this job at anytime. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.
- The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Acknowledgment: _____ Date: _____

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation.

_____
Supervisor   Date

_____
Department Head   Date

_____
Human Resources   Date

_____
City Manager   Date