

INFORMATION TECHNOLOGY SYSTEMS ADMINISTRATOR

General Statement of Duties

Performs difficult technical work planning, organizing and implementing technology systems for the Town.

Distinguishing Features of the Class

An employee in this class is responsible for managing the Town's information technology systems including installing and maintaining hardware and software applications, troubleshooting and resolving equipment failures, serving as the local area network specialist, updating computer systems, providing technical assistance to departments, managing the Town's budget for technology, making decisions on purchases and upgrades, and implementing automated systems. Work involves planning, organizing, and daily operational support for the systems. Work requires a high level of technical knowledge on hardware and software applications, understanding of network systems, and an understanding of computer programming applications. The employee also recommends hardware and software systems for purchase; performs or coordinates installations; performs repairs; user support; coordinates the management of the phone system and manages the employee computer loan program. The employee works in an inside environment and is not subject to adverse working conditions. Work is performed under general supervision of the Finance Director and is evaluated through conferences, records and reports, and successful implementation of automated environments and programs.

Duties and Responsibilities

Essential Duties and Tasks

Provides technical support to the computer software, hardware and network connectivity operations of the Town; troubleshoots hardware, software and network connectivity; tracks maintenance and repairs; analyzes computer systems productivity; recommends replacement schedule.

Coordinates and provides technical support to the Town's telephone system, voicemail configurations and Town-issued cell phone systems; troubleshoots problems; coordinates maintenance and upgrades.

Researches and assists departments with recommendations on the purchase of hardware and software; recommends replacement schedule.

Provides advice and consultation to managers, supervisors, and employees on all aspects of the Town's management information systems and system upgrades; advises on new or revised usages of technology applications.

Manages microcomputer network systems including analyzing needs, recommends upgrades, assigns peripherals and provides set-up; makes programming changes to software to update and modify programs for more efficient and effective use.

Installs and maintains administrative and technical software packages; teaches users how to operate equipment and software on their system.

Visits work sites or provides technical answers via telephone to diagnose and solve hardware, software and networking problems.

Works with managers to plan and implement long and short range technology needs of the various town departments and their needed applications manages Town's budget for technology and upgrades and makes decisions on purchases.

Serves as liaison between the Town, computer and phone vendors, and hardware and software technical personnel.

Performs or coordinates personal computer and network installations; serves as network administrator; provides procedures, security, and performs back-ups.

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

Assists Community Engagement and services at back up with maintenance of the Town's website information including adding and removing information and recommending and implementing changes in appearance, function, and content.

Prepares and maintains the IT annual budget.

Maintains Town wide databases; prepares and maintains various reports, records and correspondence and documents related to work.

Attends training and conferences to stay current on technology and applications.

Additional Job Duties

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Considerable knowledge of current information systems technology in hardware, software, phone systems, cell phones and various applications used on the assigned systems.

Considerable knowledge of computer equipment installation, preventive maintenance and troubleshooting techniques.

Considerable knowledge of systems analysis and computer operational policies, procedures and practices, and of information technology principles, terminology, mathematics, and logic.

Considerable knowledge of integrating computer technology into the public sector environment for a variety of applications and purposes including Internet access.

Working knowledge of the Town's budgeting and purchasing procedures.

Skill in the installation and operation of various computer hardware devices and software application.

Skill in collaborative conflict resolution and customer service excellence.

Ability to build consensus and provide leadership in organizational technological change.

Ability to handle confidential information appropriately.

Ability to collect information from system users and interpret needs of the users.

Ability to diagnose and provide solutions to equipment and software failures.

Ability to communicate effectively in oral and written forms.

Ability to establish and maintain effective working relationships with system users, employees, department directors, and outside consultants and vendors.

Ability to stay current and seek new information and technology in a rapidly changing field.

Physical Requirements

Must be able to physically perform the basic life operational functions of stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, and repetitive motions.

Must be able to perform medium work exerting up to 20 pounds of force occasionally and/or up to 10 pound of force frequently, and/or a negligible amount of force constantly to move objects.

Must possess the visual acuity to prepare and analyze figures, operate a computer terminal, perform mechanical tasks in the computer environment, do extensive reading, and do visual inspections of computer parts and automated data.

Desirable Education and Experience

Graduation from a four year college with a major in information technology, computer science, or related field and considerable experience as a computer systems analyst, programmer, or systems administrator, including considerable network experience; or an equivalent combination of education and experience.

IT Systems Administrator

Special Requirement

Microsoft certified professional status desired.

Possession of a valid North Carolina driver's license.