INFORMATION TECHNOLOGY SYSTEMS ADMINISTRATOR

Position Purpose:
The purpose of this position is to perform highly technical, administrative work in planning, administering, maintaining, upgrading, and supporting the use of information technology within the Town, with the exception of the internal networks at the police station and the library. The employee maintains and monitors the computer network throughout the Town, keeps abreast of new technology, and makes recommendations to upgrade when appropriate; performs all other related work as required. The IT Systems Administrator is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

Supervision:
Supervision Scope: Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative to independently perform duties, complete assigned tasks, and analyze the facts or circumstances surrounding individual problems.

Supervision Received: Works under the policy direction of the Town Administrator; generally establishes own work plan and completes work in accordance with established town policies and standards; only cases involving clarification of department policies and procedures are referred to supervisor.

Supervision Given: None.

Job Environment:
Work is performed under typical office conditions as well as in more confined spaces including wiring closets, computer rooms, and in and around desks and printers; the noise level is moderate at times.

Operates all computers and peripherals, telephone, power and hand tools, and other standard office equipment.

Makes frequent contact with other town employees, vendors and service organizations. Contacts are in person, in writing and by telephone and involve an information exchange dialogue.

Has access to a wide variety of confidential information due to accessibility to computer files which requires the application of appropriate judgment, discretion and professional protocols.

Errors could result in town-wide confusion, reduced levels of service, and have direct financial/legal repercussions.

Essential Functions:
(The essential functions or duties listed below 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.)

Assists the town in formulating short- and long-range goals to meet present and future automation, communication and other technology needs. Works closely with all town departments to assist in developing, coordinating and implementing plans to meet these goals. Confers with operational and management employees of all town departments to learn the nature of their operations and the type of data and equipment needed to attain desired results.

Provides technical assistance and advice to town departments, operational units, officials and employees related to computer use, installation, maintenance, networking, upgrades and replacements. Troubleshoots and corrects problems.

Installs, supervises the installation, or provides technical advice for the installation of technology, including telecommunications and computing hardware, software, peripheral equipment and networks. Maintains and repairs networks and computer equipment on site, and/or coordinates services provided by outside vendors when necessary and appropriate.

In consultation with Department Heads, direct the development of the data processing sections of the town Budget for both own and other departments, recommend modifications and implement the approved budget.

Maintains a complete inventory of all town-owned computer hardware and software. Establishes and maintains a regular schedule for routine maintenance of equipment and software, and works closely with department heads and key computer users to implement the schedule.

Responsible for the Town's Internet Website; develops Internet policies and procedures; provides training and troubleshoots.

Responsible for all data processing equipment including physical security, integrity of information, license compliance, data protection/recovery/backup; develop ad hoc programs to meet unplanned needs, coordinate/implement hardware/software/connectivity enhancements and maintain a current inventory of all data processing capital items.

Coordinates training sessions for town and employees on proper use of software applications, programs and hardware.

Manages and supervises the Department's IT budget; maintains inventory of hardware and software and oversees regular system backups.

Develops, implements and maintains all on-line financial tools for use for on-line payments and accounts payables.

Maintains current systems; installs upgrades; performs or arranges for preventative maintenance. Installs new hardware and software; manages users and accounts; responds to user requests, questions and problems. Maintains peripheral devices.

Recommends policies and procedures for the acquisition, transfer, and removal of equipment, and for the use and maintenance of hardware and software including licensing requirements, backup procedures, computer security, data exchange, and maintenance contracts.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:
Associate's degree in Computer Science or related field; and five (5) to ten (10) years of experience in the Information Technology field in designing, installing and managing computers and computer network systems, preferably in a municipal setting; or any equivalent combination of education and experience.

Special Requirements:
Must possess a valid driver's license.

Knowledge, Ability and Skill:
Knowledge: In depth knowledge of network hardware and software, network architecture, server hardware, software and operating system installation and configuration, virtualization technologies, desktop hardware and software, and web technology database administration. Thorough knowledge of IT best practices and knowledge of basic electronics.

Ability: Ability to implement and maintain the town's server and computer system. Ability to prepare a budget. Ability to evaluate technology options and plan for their current and future use and procurement. Ability to communicate effectively and instruct all levels of users within the town as well as troubleshoot all systems. Ability to communicate clearly both orally and in writing.

Skill: Skill in the operation of modern computer systems. Strong interpersonal and supervisory skills. Strong conceptual, analytical and writing skills; good presentation skills; use of all computer terminals and all work-related software applications.

Physical Requirements:
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.

Incumbent is regularly required to walk, stand, sit, talk, and hear; uses hands to finger, handle, feel or operate objects, tools, or controls, and reach with hands and arms as in picking up paper, files, and other common office objects. Incumbent may occasionally lift and/or move objects weighing up to 60 pounds such as books, equipment, supplies, etc. Vision and hearing at or correctable to normal ranges.

(This job description does not constitute an employment agreement between the employer and employee and is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)