



## Information Technology Administrator

Department/Division:	Technical Services
Reports To:	Business Systems Manager
Provides Direction To:	
FLSA Exemption Status:	Exempt
Effective Date:	12/19/2024

### GENERAL PURPOSE

Under general direction, to plan, organize, and direct the information technology functions and services of the District; to oversee the acquisition, use and maintenance of information technology equipment; to coordinate daily operations of the District's Information Systems technology including networks, communication equipment, personal computers, servers, and related equipment; to provide a variety of system software support; to manage and monitor data and user security; performs a variety of specialized technical work in the administration, operation, and maintenance of the hardware infrastructure supporting the District's Enterprise applications including Geographic Information Systems (GIS), customer Information and Utility Billing System (CIS), contact center, management system, and mobile workforce; and to perform related duties as required.

### DISTINGUISHING CHARACTERISTICS

The Information Technology Administrator is differentiated from the Information Technology Specialist which has narrower knowledge of systems, software applications, and District data architecture needs, networks, systems and applications, hardware specifications, and project management requirements. The Information Technology Administrator has broader duties planning, organizing, and directing the information technology functions and services of the District as a whole.

### ESSENTIAL FUNCTIONS

*The 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 class.*

- Plans, organizes, directs, and manages District information technology functions and activities.
- Manages and configures District-wide Area Network,.
- Manages District's electronic and voice communication systems, surveillance systems and access to these systems.
- Provides advice and consultation on the development of District information technology.
- Supports and maintains the District's Geographic Information System (GIS), Customer Service Contact Center, Help Desk System, and other related databases.

- Configures and supports security tools, such as firewalls, antivirus software, cloud security, access controls, and endpoint security.
- Monitor network traffic for suspicious behavior, defending against threats, and disaster recovery plans.
- Assists management with long range planning of District information technology functions, including the acquisition of equipment.
- Assists with preparation and fiscal control of the information technology budget; selects and purchases information technology and telecommunications equipment.
- Maintains the proper operation and maintenance of District's information technology equipment.
- Plans and designs new applications for the use of information technology resources.
- Keeps records and prepares reports regarding information technology vendors.
- Serves as a liaison between District and information technology vendors.
- Modifies, develops, and implements policies and procedures as needed to meet the operational needs of the District.
- Coordinates and collaborates with other functional departments to ensure the Information Technology Departments' goals and objectives are properly aligned with those of the District
- Maintain prompt and regular attendance.
- Performs other related duties, as assigned.

## **QUALIFICATION GUIDELINES**

### **Knowledge of:**

- Characteristics of a comprehensive effective Information Technology program.
- Principles and practices related to information technology, system security and data systems management and processing.
- Local area network hardware and software, including servers, operating systems, printers, peripherals, terminals and wiring.
- System maintenance and troubleshooting for personal computers and servers in the network including difficult and complex issues.
- Current and pertinent programming languages.
- Current software packages applicable to accounting, customer service, human resources/payroll systems and project management.
- Current Microsoft Office software, server tools and Microsoft Exchange.
- Budget preparation and administration.
- Research techniques, methods and procedures.
- District organization, functions, and policies related to information technology.
- Safe work practices.

### **Ability to:**

- Plan, coordinate and direct a comprehensive information technology program.
- Accurately evaluate and prioritize hardware requests.
- Recommend purchase of equipment, services and supplies.
- Analyze, interpret and report research findings.
- Coordinate information technology activities with other District departments and with outside agencies.
- Diagnose, troubleshoot, repair, and maintain District's information technology systems including difficult and complex issues.

- Provide information technology training and support to all District personnel.
- Assist other staff in identifying information technology solutions.
- Analyze problems, identify, recommend, and implement solutions.
- Establish and maintain cooperative working relationships with others.
- Communicate clearly and concisely, both orally and in writing.
- Operate a vehicle observing legal and defensive driving practices.
- Operate standard office equipment, personal computers, Internet, and Microsoft Office software products.
- Observe proper safety precautions.

### **Minimum Qualifications**

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

**Education:** A bachelor's degree from an accredited college or university in computer science, information systems/technology, business administration, or a related field;

**And**

**Experience:** Five (5) years of progressively responsible experience working with networks, servers, operating systems, and personal computers.

### **Licenses, Certificates; Special Requirements**

Must possess an appropriate valid, Class "C" Driver's License issued by the California State Department of Motor Vehicles, and a good driving record.

Must possess a Cisco Certificate in Network Administration (CCNA).

Must possess a Microsoft Systems Certified Engineer (MSCE) Certification.

### **PHYSICAL AND MENTAL DEMANDS**

*The physical and mental demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions on a case-by-case basis.*

While performing the duties of this classification, an incumbent is regularly required to use hands and fingers to handle, or feel. The employee is frequently required to talk, hear, and to sit and reach with hands and arms. The employee is occasionally required to stand, walk, climb or balance and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to fifty (50) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**THIS POSITION MAY BE ELIMINATED, OR THE DUTIES, QUALIFICATIONS AND TRAINING REQUIRED CHANGED BY THE BOARD OF DIRECTORS AND/OR THE**

**GENERAL MANAGER, WHEN IN THEIR JUDGEMENT, IT IS CONSIDERED NECESSARY AND PROPER FOR THE EFFICIENT OPERATION OF THE DISTRICT.**