TOWN OF YOUNTVILLE
JOB DESCRIPTION

INFORMATION TECHNOLOGY SYSTEMS ADMINISTRATOR

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

CLASS SUMMARY

Under general supervision, the Information Technology (IT) Systems Administrator is responsible for administering and supporting all technology. IT System Administrator responsibilities include setting priorities; managing schedules; coordinating and interfacing with vendors and Town staff; developing, installing, configuring, maintaining, supporting, and troubleshooting personal computer, server and network hardware, software, and related infrastructure and technology; and assisting users of personal computers to resolve daily operation and/or technical problems. The IT Systems Administrator position will be assigned to support all Town Departments (General Administration).

DISTINGUISHING CHARACTERISTICS

Performance of the work requires the use of considerable independence, initiative, judgment, and discretion within established guidelines.

SUPERVISION RECEIVED AND EXPECTED

The IT Systems Administrator exercises no direct supervision over staff but may provide technical and functional direction to staff. The IT Systems Administrator assigned to General Administration is a member of the Management Team and receives general supervision from the Department Head.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Essential and other important responsibilities and duties may include, but are not limited to, the following:

- Tracks IT projects and communicates project progress to stakeholders; tracks deliverables; reviews work performed by vendors to ensure compliance with standards, specifications, and project goals

- Manages user accounts and user security, Office 365 administration, network printing, and WiFi.

- Receives requests for assistance related to the use and selection of Department and/or program systems and software applications; determines severity of problem and resolves or refers to appropriate personnel or vendor for resolution.

- Assists with Help Desk calls and emails for support.

- Coordinates the purchase of PC and network hardware and software; leads or participates in the installation and upgrade of network servers. Maintains, modifies, and assists in network configurations and interfacing.

- Coordinates and directs the work of IT vendors to identify and resolve programming and other operational problems; coordinates the scheduling of corrective patches and upgrades between vendors and staff; interacts with vendors, external agencies, auditors, or other staff to obtain requested data or special reports.

- Participates in the modification of existing systems and/or the implementation of new systems by developing, writing, and disseminating procedures that utilize new or changed system applications and by evaluating system modifications in response to operational, program, and/or regulatory changes.

- Serves as lead over some or all aspects of assigned information systems implementation and/or enhancement projects.

- Serves as lead in Telecommunications/Phone System Management.

- Analyzes end-user technical requirements and recommends specific hardware, operating system, and/or software application solutions to meet identified needs.

- Assists with consultant and vendor selection; develops, monitors, and administers a variety of contracts and agreements; process vendor invoices; tracks department expenditures, software licenses, and purchase orders.

- Manages performance of contractors and vendors by establishing and monitoring service level agreement and quality of service standards.

- Maintains knowledge of industry developments and technologies; Town standard software products; and advances in technology as they relate to Town needs and objectives.

- Increases knowledge base and learns new skills in a continuous effort to become a more productive team participant and subject matter expert.

- Celebrates the achievements and success of the organization.

- May be assigned as a Disaster Service Worker, as required.

- Performs other duties as assigned.
- IT Systems Administrator assigned to General Administration:

- Maintains and oversees Town applications and systems, including but not limited to; web sites, media streaming, agenda management, geographical information, land development and

permitting, finance, human resources, enterprise resource planning (ERP), and other technology systems.

- Provides support to the Parks and Recreation and Public Work Departments as needed to supplement technological expertise within those Departments.

- Works cross-functionally among Town Departments to determine needs; maintains and implements content and design improvements to the Town's internet and intranet web sites; coordinates information gathering from Town Departments; collects input on web page design from user Departments; researches and makes recommendations on website usage, policies, standards, design, management, maintenance and security issues.

- Ensures the clear, comprehensive, easy to navigate, consistent and accurate presentation of the Town's online communications presence on the internet and intranet; conducts routine staff training as necessary.

- Provides a leadership role in any website conversion or update including helping to develop website philosophy, design, architecture and content.

- Serves on the Town's Communications Team.

- As a member of the Emergency Operations Center (EOC) team, ensures the proper functioning and best-practices improvements of the EOC's communications and technology infrastructure. Serves in the Communications/IT Coordinator position within the Logistics Section of the EOC. Responsible for developing, installing, configuring, maintaining, supporting, and troubleshooting all aspects of EOC technology.

QUALIFICATIONS

Knowledge of:

- Principles and practices of project management, identifying technology needs and issues, researching and evaluating technology, applications, and the most effective courses of action, and implementing solutions.

- Microsoft Windows Server technology, Hyper-V management concepts, Active Directory, Azure, System Center Suite, Office 365 admin and use, Cisco networking, VPNs, Wireless systems, Active Directory, IIS, MS SQL, Autodesk Applications, EsriGIS, Laserfiche, Springbrook, SCADA, AWS, Primegov, video equipment, OpenGov, networked antivirus and intrusion detection systems.
- Hosted Voice over IP phone system management.

- Project budget and contract administration principles and techniques.

- Operating characteristics, capabilities, limitations, and service requirement of personal computers and related peripheral equipment.

- Hardware and software used in computer network systems including switches, routers, hubs,

firewalls, servers, and personal computers.

- Principles and practices of information technology applications, systems, and infrastructure analysis, design, and management.

- Principles and practices of vendor relationship management.

- The organization, operation, and functions of the department as necessary to assume assigned responsibilities and to determine appropriate point of escalation.

- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.

- Standard office practices and procedures, including the use of standard office equipment, basic record-keeping, arithmetic, and computer applications related to the work.

- Professional level writing techniques, including proper grammar, spelling, vocabulary, and punctuation.

- Techniques for providing a high level of customer service by effectively dealing with vendors and Town staff.

- Conflict resolution skills.

Ability to:

- Plan, organize, assign, direct, review, evaluate, and manage information systems and projects related to the Town's website, network administration, software applications and systems.

- Explain technical concepts in non-technical terminology and train internal customers in the use of web applications, personal computer systems, and operating procedures.

- Learn more complex principles, practices, techniques, and regulations pertaining to assigned duties.

- Perform analysis of informational requirements and needs; identify, evaluate, and solve systems problems; design and implement new or revised systems and procedures; provide technical advice and consultation, and ensure efficient computer system utilization.

- Lead design sessions and process improvement sessions to identify business and user needs and discuss application capabilities and design modifications needed for improvement.

- Communicate with department personnel to identify and translate information needs into system requirements.

- Communicate business information system needs to system vendors for the design, development,

and/or enhancement of system applications.

- Conduct research projects on a wide variety of software and systems issues, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.

- Prepare and maintain clear, concise, and accurate administrative, technical and program documentation, user procedures, reports of work performed, and other written materials.

- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

- Work independently and in a team setting.

- Effectively communicate in person, over the telephone, and in writing.

- Builds and maintains positive working relationships with co-workers, other Town employees, organizations and their representatives, and the general public, exhibiting exceptional customer service, communication skills, and ethical integrity.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Any combination of training and experience that demonstrates possession and competency in the requisite knowledge, skills, and abilities; ten (10) years of progressively responsible professional level work in technology closely related to the listed essential functions and duties illustrated above.

An Associate's Degree from an accredited post-secondary institution in management information systems, computer science, business, or public administration or a related field is desirable.

A Bachelor's Degree is highly desirable and may be substituted for one year of professional experience.

License and Certification:
At the option of the Town, persons hired into this class may be required to either possess at entry or obtain within specified time limits designated licenses, certificates or specialized education and training relevant to the area of assignment.

PHYSICAL DEMANDS
This is a moderately sedentary office classification although standing and walking between work areas is required. Employees in this classification must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Town and meeting sites; visual acuity to read printed materials and a computer screen; and hearing and speech abilities to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate

standard office equipment. Employees in this classification occasionally bend, stoop, kneel, reach, climb, and walk on uneven surfaces; and push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

Climbing	Occasionally	Balancing	Occasionally	Stooping	Occasionally
Kneeling	Occasionally	Lifting	50 lbs.	Finger Dexterity	Frequently
Crawling	Occasionally	Reaching	Occasionally	Standing	Occasionally
Talking	Frequently	Grasping	Frequently	Walking	Occasionally
Hearing	Frequently	Feeling	Frequently	Pushing	50 lbs.
Crouching	Occasionally	Running	Rarely	Carry	50 lbs.
Pulling	50 lbs.	Seeing	Frequently		

ENVIRONMENTAL ELEMENTS
Employee works indoors in an office environment and in computer equipment storage rooms, with moderate noise levels, controlled temperature conditions, no direct exposure to hazardous physical substances and in direct contact with other Town staff and the public. May work in confined spaces (e.g. installing or repairing computer equipment in vehicles). May work outdoors on occasion (e.g. technology related to vehicles, or wireless antennas).

WORKING CONDITIONS
Predominantly inside work. Some outside work. May be required to work a varied schedule of hours, that may include early mornings and weekends.

In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Human Resources Department.

The Town of Yountville is an Equal Opportunity Employer.

This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related to, or logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval:___/s/ Steve Rogers_____ Resolution No. ___22-4135_____
       Town Manager

Effective Date:__7/19/2022_____

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