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| <b>JOB DESCRIPTION:</b><br><b>INFORMATION TECHNOLOGY ADMINISTRATOR</b>  |  |  |                |
| <p><b><u>JOB SUMMARY:</u></b></p> <p>The Information Technology Administrator is responsible for providing technical and administrative support for networks, servers, security programs and end users. This position maintains the efficient and effective operation of the District’s technical components; including all computer networks and information services as well as the installation, configuration, maintenance, and repair of equipment and software. Work is performed under direct supervision of the Emergency Communications Director.</p> <p><b><u>ESSENTIAL FUNCTIONS:</u></b></p> <ul style="list-style-type: none"><li>• Manages the District’s technical network of computers, printers, terminals, servers, scanners, map plotter, application software, local networks, wireless systems, and related components.</li><li>• Coordinates network configurations, installation, maintenance, and support services.</li><li>• Provides internet protocol (IP) addresses for PCs, servers, routers, switches, printers, and other devices and ensures there are no IP address conflicts and maintains IP address assignments.</li><li>• Installs and maintains application software in a manner consistent with software licensing, ensures all software is appropriately licensed, maintains records of installed software, licenses, and configures software to optimize the efficient use.</li><li>• Obtains and applies updates and patches, as needed.</li><li>• Creates and maintains e-mail accounts, maintain domain names, and oversees website configuration/maintenance.</li><li>• Creates and maintains appropriate back-up files.</li><li>• Implements, maintains, and monitors security system.</li><li>• Manage and maintain the District’s Computer Aided Dispatch (CAD) System and related software.</li><li>• Provides oversight to ensure compliance with all applicable governmental laws/regulations (federal, state, and local).</li><li>• Solves network and design problems including connections to remote sites and connection to the internet service provider.</li><li>• Responds to routine and emergency calls for assistance ensuring that problems and/or concerns are solved in a satisfactorily and prompt manner.</li><li>• Stays current of security threats, responds immediately with countermeasures and responds to intrusion attempts.</li><li>• Ensures that anti-virus/anti-spyware systems and software are updated appropriately</li><li>• Creates and maintains accurate network diagrams</li><li>• Ensures equipment is maintained in an operational state.</li></ul> |  |   |                |

- Performs resource management activities, including the District's asset inventory and equipment, as well as making recommendations for the disposal of surplus property or other resources.
- Oversees planning for replacement of equipment.
- Assist in planning, coordinating, and consulting with vendors and user agencies for hardware/software purchases, product service and support.
- Serves as a liaison with internet service providers and other communications, telephony, and data companies/vendors.
- Performs other related job duties as assigned.

### **QUALIFICATIONS**

#### **Knowledge of:**

- Principles and practices of electronic data processing systems; both hardware and software.
- Computer systems analysis and programming techniques.
- Various coding and programming languages.
- Computer repair and troubleshooting.
- Leadership techniques, principles and practices of project management.
- Process and principles for providing customer service.

#### **Ability to:**

- Effectively perform the full-range of duties as described above.
- Effectively communicate and follow oral and written instructions.
- Apply strategies, policies, and procedures by evaluating outcomes, identify problems, evaluate trends, and anticipate requirements.
- Maintain the integrity, reliability and confidentiality of computer data.
- Train and provide technical support to staff, and end users..
- Apply a high level of initiative, discretion, and judgment in accomplishing the work.
- Develop and maintain effective working relationships with assigned staff, the public, coworkers, supervisors, vendors, and user agency stakeholders from other agencies or jurisdictions.
- Think strategically and exercise independent judgment.
- Prioritize, schedule, review, and evaluate work.

**EDUCATION AND EXPERIENCE:**

- Bachelor's degree in Computer Science, Information Systems, or related field
- Two (2) plus years work related experience in information technology position
- Experience working with network and server management

Education requirement may be substituted with any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

**ADDITIONAL REQUIREMENTS**

- Must be a U.S. Citizen.
- Must possess a valid driver's license.
- Must strictly comply with all applicable laws, regulations, policies, procedures, and/or other stated requirements.
- Must have fingerprints on file with the Tennessee Bureau of Investigation.
- Must pass a criminal background check according to TBI/FBI guidelines.

**WORK ENVIRONMENT:**

Work is generally performed in an office environment. Work entails stationary sitting, reaching, stretching and lifting of equipment and materials. Additionally, to perform duties of the position, standing, walking, climbing or balancing, kneeling, crouching or crawling may be required.