

CODE:
FLSA:
GRADE:

**TOWN OF FORT MILL, SOUTH CAROLINA
JOB DESCRIPTION, NOVEMBER, 2013**

**JOB TITLE: INFORMATION TECHNOLOGY ADMINISTRATOR
ADMINISTRATION DEPARTMENT**

GENERAL STATEMENT OF JOB

Under general supervision, performs routine to advanced technical work in providing technical assistance and support to internal and external users for hardware and software problems. Provides support of personal computers and devices to include cellular telephones and tablets that are provided by the Town of Fort Mill, servers, printers and network devices. Troubleshoots issues. Coordinates upgrades, changes, modifications and migrations to technologies along with implementing fixes. Is responsible for 24/7 support for the Town of Fort Mill and servers. Provides a functional and active inventory to departments. Provides recommendations for technology replacements and advancements to the Town of Fort Mill. Reports to the Town Manager or designee.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Provides support for desk top and laptop computers.

Provides technical support for printers and copiers.

Provides technical support for cellular phones and telephones.

Provides server support and maintenance.

Inventories and documents common practices.

Assists with active and functional budgets.

Provides basic training for end users.

Plans projects.

Receives and/or reviews various records and reports including Criminal Justice Information system, Police Department reporting and contact information.

Prepares and/or generates a variety of documents including budgets, reports and task list management.

Refers to Microsoft Tech net library, FBI/CJIS and US-CERT.

Operates a variety of computer software programs to include Microsoft Office Professional, VIP Task Management system, Remote Desktop program, Go to Assist and Sonic Wall log in.

INFORMATION TECHNOLOGY TECHNICIAN

Utilizes a variety of machinery and/or equipment to include routers, servers, switches and desktops.

Utilizes a variety of tools and/or sets of tools such as screwdrivers, drills, external drives and remote desktop software.

Interacts and communicates with various groups and individuals such as the Town Administrator, Department Heads, Managers and Supervisors.

ESSENTIAL SAFETY FUNCTIONS

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injury or illnesses.

ADDITIONAL JOB FUNCTIONS

Buys toner and supplies from local stores.

Answer telephones and covers front desk.

Schedules Spratt Building and park reservations.

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires an Associate's Degree in computer science supplemented by one to two years of experience in a job related field, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machinery and equipment. Must be able to exert up to five pounds of force occasionally and/or a negligible amount of force frequently or constantly to push, stoop, lift, pull, reach, kneel, crouch, carry or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for periods of time. Must be able to lift/carry weights of up to 20 pounds.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information, includes the receiving of information and instruction from supervisor.

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Language Ability: Requires the ability to read a variety of documents and reports. Requires the ability to prepare/record required records and reports using the proper format punctuation, spelling, and grammar, using all parts of speech.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to deal with several abstract and concrete variables. Requires the ability to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to counsel and teach employees. Must be able to communicate effectively and efficiently with co-workers and the general public.

Numeric Aptitude: Requires the ability to use arithmetic such as means, variances, coefficients, standard deviations, distributions, modes, etc.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape.

Motor Coordination: Requires the ability to make precise movements with fingers, hands and arms, e.g., typing, keying, data entering, etc.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to recognize specific colors, textures, sounds, odors, tastes, forms, e.g., machine tending, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with persons acting under stress.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, policies, and procedures of the department as they pertain to the performance of duties of the Information Technology Technician. Has extensive knowledge of the methods, organization and planning as they pertain to the performance of duties of the position and as reflected in the needs and requirements of the department. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Is able to make swift, sound, and educated decisions. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to plan, organize, and prioritize daily assignments and work activities. Is able to learn and utilize new skills and information to improve job performance and efficiency. Is able to read and interpret complex materials pertaining to the responsibilities of the job. Is able to prepare required reports with accuracy and in a timely manner. Has knowledge of the terminology and various professional languages used within the department. Has knowledge of how to maintain

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effective relationships with staff, professionals, and members of the public through contact and cooperation. Is able to maintain positive customer-focused relationships with staff, agencies, the general public, and all other internal and external customers. Is able to analyze and recognize problems and potential problems and recommend appropriate solutions. Is able to compile and analyze information and present both oral and written reports clearly, concisely, and effectively. Is able to comprehend, interpret, and apply policies, procedure, rules, and regulations. Is able to communicate at the highest levels clearly and concisely and has the ability to influence and persuade others. Has thorough knowledge of proper English usage, vocabulary, spelling, and basic mathematics. Has knowledge of modern office practices and technology. Has knowledge of and skill in the use of computers for word processing and records management. Has extensive knowledge of applicable occupational hazards and safety precautions. Has knowledge of how to react calmly and quickly in emergency situations.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests,

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suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.