


JOB DESCRIPTION

IT Systems Administrator

Date of Last Revision: May 2021

 WESTERY Rhode Island	DEPARTMENT	Information Technology		
	REPORTS TO	Director of IT		
	FLSA STATUS	Non-Exempt, Full-Time		
	POSITION TYPE	Non-Union	PAY GRADE	

POSITION OVERVIEW

Under the general direction of the IT Director, the IT Systems Administrator is responsible for administering the information systems utilized in the Town departments (with the exception of Police) which includes local network, mobile network, surveillance systems and access control systems, as well as, performance monitoring, periodic maintenance, updating, backups, and replacement.

ESSENTIAL JOB FUNCTIONS

- Performs network administrator functions which includes maintaining user accounts for a variety of systems and building access control.
- Reviews current security trends and threats and plans and implements appropriate equipment upgrades.
- Provides user support by performing general help-desk activities, trains employees on various software programs, and assists in formatting template documents.
- Troubleshoots hardware/software compatibility issues.
- Troubleshoots a variety of software and hardware issues throughout departmental systems.
- Manages user account information, including rights, security and systems groups.
- Ensures security policies and procedures are followed to protect the network.
- Maintains website and assists website users in the administration and review of their specific pages.
- Administers MUNIS Financial software.
- Assists with IT Policy compliance.

ADDITIONAL JOB FUNCTIONS

- Other duties and projects as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

For successful performance in this position, the incumbent will need to demonstrate the following:

KNOWLEDGE of:

- Principle, practices, laws, regulations and procedures of technology in a networked environment.

SKILLS in:

- Organizing and prioritizing work, exercising independent judgment, wisdom, and common sense within established procedures guidelines and rules.
- Interpersonal, verbal, and written communication for interaction with elected and appointed officials, employees, agencies, other governmental units, vendors and the public.

ABILITY to:

- Prepare and analyze comprehensive reports and carry out assigned projects to their completion.

- Demonstrate good customer service skills with the ability to problem solve.
- Utilize Microsoft Office Suite applications such as Microsoft Word, Outlook, and Excel in addition to other applicable software.
- Handle confidential material and information in an ethical and professional manner.
- Effectively communicate with, present information to, and respond to questions from Town officials and management, other government agencies, vendors, and the general public.
- Maintain a professional attitude and maintain punctuality and consistent attendance with advance notification of absences.
- Perform detailed work accurately and on time and initiate and maintain necessary follow-up.
- Prepare and submit clear, concise and accurate reports either orally or in writing.

MINIMUM POSITION REQUIREMENTS

EDUCATION AND EXPERIENCE

- Bachelor's Degree in Computer Science, Information Systems, Public Administration, Business Administration, or related field.
- Minimum of three (3) years of experience in information systems administration.
- Any equivalent combination of education, training, and experience that provides the requisite knowledge, skills, and abilities necessary to successfully perform the essential job functions of this position.

LICENSES AND CERTIFICATIONS

- A valid driver's license.
- Possession of CompTIA A+ certification or other related IT professional certification or the ability to obtain one within one (1) year of employment.

ENVIRONMENTAL AND PHYSICAL DEMANDS

ENVIRONMENTAL DEMANDS *including:*

- Work in an office environment with light to moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

PHYSICAL DEMANDS *including:*

- Sedentary office work although standing in work areas and walking between work areas may be required.
- Finger dexterity to access, enter, and retrieve data using a computer keyboard or calculator, and to operate standard office equipment.
- Mobility to work in a standard office setting and use standard office equipment.
- Vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone.
- Occasionally bending, stooping, kneeling, reaching, pushing, and pulling drawers open and closed to retrieve and file information.
- Ability to lift, carry, push, and pull materials and objects weighing up to fifty (50) pounds.

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.