

**City of Saratoga
Information Technology (IT) Administrator
Exempt**

DEFINITION

Under direction, is responsible for planning, administrating, operating, and maintaining the City's information systems and telecommunication network.

DISTINGUISHING CHARACTERISTICS

The incumbent is responsible for the planning, design, operation and maintenance of the City's information and telecommunications systems, programs and related activities.

ESSENTIAL DUTIES

The duties described below are intended to provide only a summary of the typical functions of the job. This is not an exhaustive or comprehensive list of all possible job responsibilities and the duties of the jobholder might differ from those outlined in the job description.

- Plan, organize, implement and administer information and telecommunications systems.
- Coordinate installation and maintenance of central computers, local area network, wireless access, personal computers, printers, application servers, email server, internet connectivity and other application software.
- Conduct needs assessments of staff information technology and communication needs and requirements.
- Research and negotiate the acquisition of information and telecommunication hardware and software.
- Provide office automation support to City staff, including assisting in identifying, prioritizing, and resolving application and system issues.
- Maintain or supervise the maintenance of the City's website, in coordination with contractual support provide by another agency.
- Conduct training and/or identify, procure and schedule outside training resources for information and telecommunication systems.
- Coordinate and administer the City's telecommunications system including telephones, cellular phones, and fax machines.
- Manage and administer vendor contracts.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Use and application of information and telecommunications systems and technologies.
- Operation of information and telecommunications hardware and software.
- Principles and practices of systems analysis, programming and development.
- Principles and practices of project management - planning, scheduling and control.
- Principles of training.

Ability to:

- Deliver excellent customer service.

- Utilize modern information and communication technologies.
- Research and evaluate information and telecommunications hardware and software.
- Diagnose software/hardware issues and trouble shoot.
- Analyze and make recommendations regarding complex problems, programs, and systems.
- Work independently with minimal supervision.
- Work flexible hours as well as after hours and weekends (if required)
- Handle multiple tasks and complete assignments in a timely manner.
- Develop and conduct employee training programs.
- Organize and direct a function, program or project.
- Establish and maintain effective working relationships.
- Communicate clearly, concisely and persuasively, both orally and in writing.
- Maintain confidentiality of department information.

EDUCATION, TRAINING AND EXPERIENCE

Experience:

Four years of progressively responsible experience in the planning, administration, operation and maintenance of information and telecommunications systems.

Experience with Microsoft operating systems and with supporting Windows-based applications.

Education:

Bachelor's degree in computer science, information systems, or a closely related field.

LICENSE OR CERTIFICATE

None

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The work environment and physical demands described here are representative of those required by an employee to perform to the essential functions of this job with or without reasonable accommodation.

- The ability to work in normal office environments.
- The ability to do considerable walking.
- The ability to lift and move heavy objects, such as computers, printers and related equipment and furniture.

An employee in this classification is expected to travel to various work locations in the performance of assigned duties. An individual appointed to a position in this classification will be required to demonstrate the ability to travel to various locations in a timely manner, either by possession of valid California Driver's License or by alternate means.

Under California law (California Government Code Section 3100-3109), all City of Saratoga employees are designated as Disaster Service Workers, (DSW). In the event of a catastrophic

event, City of Saratoga employees may be expected to fulfill emergency action assignments. As DSW's, employees may be assigned to assist in any disaster service activity that promotes the protection of public health and safety and preservation of lives and property.