JOB DESCRIPTION

Position Title	Information Technology Systems Administrator		
Reports to	HR/Finance Manager	Section	Finance/Human Resources
Start Salary	Compensation Commensurate with Experience	Job Category	Non-Exempt
Date Adopted	January 9, 2024	Location	Main office

Purpose:

The purpose of the Information Technology Systems Administrator is diverse and involves many areas of the organization's technology systems. An Information Technology Systems Administrator is responsible for overseeing the maintenance and security of company intranets and computer systems. The Information Technology Systems Administrator allocates available resources to enable successful task performance for all other activities at the direction of the HR/Finance Manager and General Manager.

Management Role:

This position manages all IT related matters, it is not a supervisory or management role.

Essential Duties and Responsibilities:

1. Support, maintain, modify and/or upgrade as needed the organization's computer system including Windows Operating System, business software, security tools, and user handheld devices such as laptops and cell phones.

2. Understand and establish a cordial working relationship with vendors, especially ISP, VoIP, Cloud services providers, and other third-party vendors which are essential to the maintenance of the company's technology infrastructure.

3. Quickly troubleshoot and resolve individual or system-wide failures, communicating such information as may be needed to all involved.

4. Research and report innovations in IT products and Procedures so that a high degree of IT capabilities is maintained and kept up-to-date.

5. Manage User Accounts, building and network access availability and assignments.

6. Maintain, upgrade, and troubleshoot company video camera surveillance systems and software at the Main Office and outlying sites.

7. Offer technical training and support to Staff as required, including annually required State of Texas Cyber Security class for all employees and the Board of Directors.

8. Secure system integrity from any breaches or viruses and play an essential role in risk-mitigation planning, including creating backup plans, safeguards for data, user security policies, and identity management.

Employee Initials: _____

Date: _____

9.   Performs other related tasks as directed

Essential Knowledge, Skills and Abilities
1. Education:
    a. Minimum of an Associate's Degree in Computer Science/related field or equivalent experience required
2. Experience:
    a. Requires 3 - 5 years of experience in Information Technology
    b. Or any combination of experience, education and/or training
3. Specialized knowledge:
    a. Knowledge through experience with Microsoft Server 2019 or newer, including Active Directory, File System Optimization, Distributed Networking, and proprietary LAN POE switches.
    b. Be able to educate users on how to handle suspicious emails and requests for sensitive information.
    c. Thorough knowledge through experience with setup, networking, and configuring, including software installation of LAN engaged workstations.
    d. Preferred certifications include in one of Microsoft's categories such as MCSE, or CISCO certificate in networking such as CNE.
4. Skills:
    a. Must have excellent verbal (in person and on the phone) and written communication skills.
    b. Bilingual in Spanish a plus.
    c. Must demonstrate excellent organizational and planning skills, strong attention to detail and a high level of accuracy.
    d. Must possess excellent interpersonal skills, with the ability to interact with all levels of workers and external officials.
    e. Strong leadership skills accompanied with high level of capability to train/coach staff to become totally proficient in the use of all of the tools required to do their job.
    f. High degree of proficiency in problem analysis and assessment, displaying sound judgment and strong problem-solving ability
    g. Must be self-motivated in order to complete job requirements without constant supervision.
    h. Confident decision making
    i. Strong work and time management skills
    j. Information gathering and monitoring
    k. Initiative, integrity, adaptability and strong character are a must

Work Environment and Physical Demands
1. Office environment: Work days: Monday through Friday. Hours: 8AM – 5PM, some flexibility will be needed to work before and after hours, during emergencies, when IT work must be done after hours and when requested by the HR/Finance Manager, General Manager or the Board of Directors. Normally a 40-hour work week. Accommodations may be made at times but not on a regular basis.
2. Must have professional appearance, consistent with The CCSUD Employee Policy Guide
3. Must be able to lift up to 50 lbs. unassisted on an infrequent basis

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Disclaimer

This position description indicates the general nature and level of work expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbents may be asked to perform other duties as required.

Employee Initials: _____

Date: _____