



## CITY OF AVON PARK JOB DESCRIPTION

### JOB TITLE:

# INFORMATION TECHNOLOGY ADMINISTRATOR

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<b>EXEMPT:</b>	NO	<b>DIVISION:</b>	City Manager
<b>SALARY:</b>	\$45,000-55,000 DOE	<b>DEPARTMENT:</b>	City Manager
<b>SHIFT:</b>	Days	<b>COST CENTER:</b>	
<b>LOCATION:</b>	City Hall	<b>POSITION:</b>	IT Administrator
<b>REPORTS TO:</b>	City Manager		
<b>PREPARED BY:</b>	Human Resources	<b>DATE:</b>	12-10-2020
<b>APPROVED BY:</b>	City Manager	<b>DATE:</b>	12-10-2020

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### NATURE OF WORK:

The Information Technology (IT) Administrator is responsible for effective installation, configuration, operation, and maintenance of system hardware, software and related infrastructure. The Information Technology (IT) Administrator will troubleshoot and resolve all hardware and software issues.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Install / maintain existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements
- Develop and maintain installation and configuration procedures
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems, and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups
- Perform regular security monitoring to identify any possible intrusions
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off-site as necessary
- Perform regular file archival as necessary
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted areas
- Perform periodic performance reporting to support capacity planning
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required
- Provide recommendations on company computer equipment and supplies purchases
- Must be able to provide support outside of regular business hours as required, including the ability to be on-call as needed
- Install and maintain VOIP telephone equipment/software
- May perform other duties and responsibilities as assigned

### QUALIFICATIONS AND REQUIREMENTS:

- Configuring and troubleshooting switches, routers, firewalls & network-related problems
- Knowledge of Microsoft Exchange and Group Policy, and Active Directory

- Ability to assess and prioritize multiple tasks, projects, and demands
- Ability to adapt to changing priorities regularly
- Ability to work under pressure and communicate effectively
- Well-organized with attention to detail

**OTHER KNOWLEDGE, SKILLS, AND ABILITIES:**

- Through knowledge of computer networks
- Ability to read and interpret documents such as maintenance instructions and software manuals
- Ability to write routine reports and correspondence

**EDUCATION and EXPERIENCE:**

- Prefer an Associates degree (or higher) in a technology related field
- Extensive computer experience and/or technology certifications may be substituted for educational requirements. Microsoft certifications preferred
- A minimum of two years of computer-related experience required
- Formal training or on-the-job experience in computer hardware and software installation required
- Experience with ethernet local area network, Windows servers and Windows client preferred

Employment Applications for the City of Avon Park must be filled out in entirety.  
Applications can be found at [www.avonpark.cc](http://www.avonpark.cc)

The City of Avon Park is an Equal Opportunity Employer.  
All qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, sexual orientation, gender identity, national origin, ethnicity, disability, genetic information, marital status, or status as a protected veteran.

Preference will be given to preference-eligible veterans in accordance with applicable law.