



City of Milford
Information Technology
Administrator
Pay Grade: 13

Employment Status: Full- Time

FLSA Status: Exempt

Experience Required: Minimum of 5 years of diverse and increasingly responsible applicable experience, preferably in a municipal or similar operation, or an equivalent combination of education and experience which provides the skills and abilities necessary to perform the primary job duties; sound technical background and experience in web design and advanced network design; experience with and certifications for: AS400 systems, Windows/Exchange servers, Cisco fiber optic networks, and firewall security is preferred. NIMS (National Incident Management System) ICS-100 and FEMA IS-700 training.

Minimum Education Requirements: Associates degree in Computer Science/Computer Information systems or related fields

Direct Supervisor: Finance Director and City Manager

Supervisory Responsibility: Supervise a small group of employees

Primary Work Location: Office setting

Job Summary: Responsible for administering information systems and computing resources for the City; collaborating with City departments to identify IT needs and insuring that the City is providing systems that meet those needs; working with department directors and the City Manager to create a City-wide vision for information technology. While the Information Technology Administrator consults with the City Manager on issues relating to policy and planning, he/she works independently in administering the overall information technology function.

The Information Technology Administrator shall be committed to the mission, vision and values of the City and demonstrate such through ethical conduct, community stewardship, individual initiative and responsive service. The Information Technology Administrator shall demonstrate leadership, management and technical skills through effective communication and collaboration, proper use of team resources, progressive decision-making, personal accountability and responsibility.

Supervision Received: Work is performed under the general supervision of the Finance Director and City Manager.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential duties:

- A. Provide overall project management for network installation and upgrades, including the design, installation/construction, documentation, operation, and maintenance of City telecommunications infrastructure interconnecting City buildings and utility facilities for data, security, video, and voice services.
- B. Performs Windows Server maintenance, software maintenance, server maintenance and backup maintenance.
- C. Coordinate IT activities of City staff, vendors, and contractors, project specifications,
- D. Provide overall project management for software and hardware installation and upgrades, including schedules, budgets, changes, and requirements/expectations, quality assurance, and support.



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- E. Evaluate and implement the latest RPG/AS400 version upgrades per departmental needs.
- F. Develop and implement secured remote access provisions through use of common protocols VPN/PPP.
- G. Ensure a solid system power loss and notification device in-case of IT room failures.
- H. Ensure all hardware/software licenses are met and up to date, including City of Milford WAN DNS records, and ensure that no unlicensed software is installed on City owned hardware.
- I. Identify, implement, and use network monitoring tools and strategies for assessing network performance for capacity and reliability; diagnose and correct network failures and degradation. Assist in the development of contingency/business continuity plans and maintain and monitor the systems that support such continuity plans.
- J. Facilitate planning meetings with departments and contractors in support of project activities; develop documentation of current and future state, roadmaps, and transition plans that support IT-related initiatives; gathering information from technical experts and compiling data for project specifications for use in department planning activities in anticipation of changing levels of demand for services, patterns of uses, and technology options.
- K. Performs related work as required.

Essential Functions, Qualifications, & Knowledge, Skills, and Abilities (KSA) for Employment:

An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- Network and security architecture; back up and security systems
- Safe and efficient work methods; equipment room and data center installation methods and procedures and standards of workmanship; data center and equipment room management; and personal computer systems
- IT and cyber security (example: directory services, identity management, intrusion prevention); legal policies impacting IT security, including HIPAA; and Supervisory Control and Data Acquisition (SCADA) requirements.
- Unified communications (example: voice over IP communications, telephony architecture, and ACD/IVR).
- Graphical user interface (GUI) applications, HTML coding, and scripting; working knowledge of Windows, HP Open Manage, Java, GIS and ArcGIS, Internet databases and search engines

Skills

- Train and supervise staff.
- Communication- able to understand written and oral communication.

Abilities

- Evaluate use of technology in the city.
- Evaluate and recommend improvements in technology, both hardware (particularly servers and routers) and software upgrades.
- Understand the long-term and short-term perspectives of situations.
- Comprehend the functions and capabilities of new technologies.
- Develop and implement contingency/redundancy plans.



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- Oversee the City's telecommunications network.
- Determine work requirements and accomplish installation projects; interpret blueprints and sketches related to equipment installation.



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Signatures / Date

- I have read the job description for my position. I understand and accept the requirements as stated.
- I have read the job description for my positions. I would like to have a second review of the job description with my manager and human resources.

Department Director:

Employee:

Human Resources Administrator:
