

## **INFORMATION TECHNOLOGY ADMINISTRATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This position is responsible for managing, maintaining, and supporting the IT systems, networks and applications for an assigned Ulster County Department. The incumbent also coordinates and supervises the work of technical support and field service operations including planning and organizing workflow, overseeing and participating in hardware and software problem resolution, maintenance and installation activities, and acting as project manager on various IT initiatives. The work is performed under the general supervision of a higher-level employee with wide leeway allowed in technical work details. Supervision is exercised over the work of lower-level technical staff. Does related work as required.

**TYPICAL WORK ACTIVITIES:** The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Supervises and performs field services related to repair, upgrading and replacement of technology equipment;

Provides support to IT systems including day-to-day operations, monitoring and problem resolution for all client/server/storage/network devices, and verifies completion of scheduled jobs such as backups;

Coordinates the daily work assignments of lower-level technical staff assigned in the department;

Coordinates and supervises the installation of new equipment and/or equipment relocations, to include all cable installations, when required;

Supervises complex telephone system and repair calls, to include problem resolution and line testing;

Manages IT system infrastructure and any processes related to these systems;

Directs, supervises trains and provides input in evaluating technology personnel and oversees the preparation of technology equipment for installation;

Coordinates the work flow for the installation of new computer software and software updates and the distribution of computer hardware and software in departments;

Tests and evaluates new technology and software and diagnoses hardware and software problems for technology equipment;

Maintains disposal records and inventory for new and spare parts (including location) of computer and other technological equipment;

Coordinates with soliciting outside vendors for cable installation projects, including developing bid specifications, setting up site reviews for potential bidders, discussing the specs needed for the project and reviewing the bid specifications with supervisors;

Makes recommendations for equipment upgrades and/or equipment replacement;

Acts as project manager on various IT initiatives;

Acts as technical liaison between departments and between assigned department and vendors;

Provides documented, policies and procedures on technology equipment;

May manage technology budget for assigned department;

May act as LAN Administrator for multiple LANs.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of IT business systems; good knowledge of principles and practices of computer system (software and hardware) operations, analysis and troubleshooting; good knowledge of project management; good knowledge of Windows operating systems and Windows-based software; good knowledge of data communications including hardware, software and principles of networks both wired and wireless; ability to install, configure, maintain and upgrade a variety of computer hardware and software, including operating systems and related peripheral components; ability to supervise the work of others; ability to communicate effectively both orally and in writing; ability to understand complex technical written material and diagrams; good hand and eye coordination; good judgment; manual dexterity; resourcefulness; accuracy; initiative.

**MINIMUM QUALIFICATIONS:** Either

A. Possession of a Master's Degree in Computer Science, Information Technology, Information Systems, Network Administration or a related field and two (2) years of full-time paid, or its' part-time equivalent, work experience in systems administration; **OR**

B. Possession of a Bachelor's Degree in Computer Science, Information Technology, Information Systems, Network Administration or a related field and three (3) years of full-time paid, or its' part-time equivalent, work experience in the installation and maintenance of complex telecommunications systems, two (2) years of which must have involved systems administration; **OR**

C. Possession of an Associate's Degree in Computer Science, Information Technology, Information Systems, Network Administration or a related field and five (5) years of full-time paid, or its' part-time equivalent, work experience in the installation and maintenance of complex telecommunications systems, two (2) years of which must have involved systems administration; **OR**

D. Possession of a diploma or certificate of completion for a course of study in Computer Science, Information Technology, Information Systems, Network Administration, or related field from a technical school licensed by the New York State Department of Education, and six (6) years of full-time paid, or its' part-time equivalent, work experience in the installation and maintenance of complex telecommunications systems, two (2) years of which must have involved systems administration; **OR**

E. High school graduation or possession of high school equivalency diploma and seven (7) years of full-time paid, or its' part-time equivalent work experience in the installation and maintenance of complex telecommunications systems, two (2) years of which must have involved systems administration; **OR**

F. An equivalent combination of training and experience within the limits defined by A, B, C, D and E above.

**Note:** Your degree or college credits must have been awarded or earned by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

**Note:** College level study in Computer Science or related field may be substituted on a year for year basis for the above mentioned degrees; must include a minimum of twelve (12) semester credit hours in computer science courses and a minimum of nine (9) semester credit hours in computer related mathematics courses. However, college courses may not be substituted for the two (2) years of experience which must have involved systems analysis as mentioned above.

ULSTER COUNTY  
3657 IT ADMIN  
Classification: Competitive  
Grade: 19  
Union: CSEA

Adopted: June 27, 2023