GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for the overall administration and supervision of a variety of technical functions and operations related to projects. Additionally, this position is responsible for all software development and programming; and coordinates and performs a variety of technical functions related to Library PCs and technology. Reports to the Information Technology Manager.

ESSENTIAL JOB FUNCTIONS

Responsible for all software development to include all phases of systems development lifecycle as required. Collaborates with users to identify reporting and query needs; defines report and query specifications; interprets results to determine practical usefulness.

Researches, analyzes, plans, and implements IT features, enhancements, and program modifications. Resolves network, PC related, and library system issues; ensures goals, timeliness, and system enhancements to meet end user needs; responsible for administration of various physical and virtual servers.

Schedules and installs updates and patches; configures and tests new or updated hardware and software; coordinates and performs a variety of technical functions; and develops and maintains documentation.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City’s Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Information Technology - Knowledge of computer systems and business applications. Understanding of data processing principles and practices related to applications development and programming. Knowledge of multiple computer languages, software applications, network administration, server hardware, operating systems, and system policies.

REQUIRED SKILLS

- Customer Service - Thorough knowledge of principles and processes for providing customer services. This includes meeting established quality standards.
• **Interpersonal Relationships** – Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.

• **Judgment/Decision Making** – Evaluates the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.

• **Time Management** – Plans and organizes daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules.

• **Project Management** – Knowledge of planning, organizing and managing resources to bring about the successful completion of specific project goals and objectives.

**REQUIRED ABILITIES**

• **Critical Thinking** – Using logic and reasoning to understand, analyze, and evaluate complex situations and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches.

• **Analytical** – Ability to perform logical problem solving based on knowledge of MS Operating Systems, transmission control protocol/Internet protocol, networking and various software applications.

• **Communication** – Ability to effectively communicate complex and technical ideas and proposals to include preparation of reports, schedules, and documentation. Ability to listen and understand information and ideas presented verbally and in writing.

**EDUCATION AND EXPERIENCE**

Bachelor’s Degree in Computer Science, Information Systems, or a related field with 5-7 years of related experience in computer networking or any equivalent combination of education and experience. Certification(s) for Cisco Associate (CCDA/CCNA), Comp TIA (A+ and/or Network+), or Microsoft Network Administrator/Engineer (MCNA or MCSE) is preferred.

**ADDITIONAL REQUIREMENTS**

Requires an acceptable general background check to include a local and state criminal history check, an acceptable sex offender registry check and a valid driver’s license with an acceptable driving record.

**PHYSICAL REQUIREMENTS**

• Requires the ability to exert light physical effort in sedentary to light work.

• Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). May occasionally involve heavier objects and materials (up to 40 pounds).

• Tasks may involve extended periods of time at keyboard or work station.

**SENSORY REQUIREMENTS**

• Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.

• Some tasks require the ability to communicate orally.
ENVIRONMENTAL EXPOSURES

Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, confined spaces, machinery, vibrations, electric currents, or traffic hazards.