

Village of Mount Prospect

Mount Prospect, Illinois

JOB DESCRIPTION

Information Systems Administrator

Department: Village Managers' Office - Information Technology Division
FLSA Class: Exempt
Union: None
Employment Status: Full-time
Position Reports To: Chief Technology and Innovation Officer/IT Supervisor
Date: June 20, 2022

I. JOB DUTY SUMMARY

Participate with Information Technology staff to maintain and support applications; define end user application requirements; train and support end users; determine hardware requirements for application installations; diagnose and resolve software and hardware problems; create and maintain system documentation; ensure data integrity and security; and assist Information Technology staff on projects as needed. Provide after-hours support as needed.

II. ESSENTIAL JOB FUNCTIONS

- Answers, evaluates, prioritizes, and assists incoming telephone, voice mail, e-mail, and in-person requests for support from users experiencing problems with various technologies.
- Logs and tracks issues using support ticketing system to maintain history and related problem documentation.
- Calls software and hardware vendors to request service or repair, when needed.
- Collaborates with various department's administration and staff to ensure the department's technology needs are addressed and resolved.
- Administers application and file servers including Active Directory, user security, and file structure.
- Writes or revises documentation, user training manuals and procedures.
- Administers physical PC and virtual desktop deployment, including evaluating and standardizing new operating systems.

- Assists Information Technology staff as needed.
- Performs other duties as required or assigned.

III. BASIC QUALIFICATIONS – EXPERIENCE AND KNOWLEDGE

- Proven commitment to excellence in customer service.
- Extensive knowledge in Microsoft and VMware products.
- Skillful utilization of complex computer operations and advanced features of software packages.
- Considerable knowledge of management information systems and networking, along with current practices and new technologies.
- Considerable knowledge of server and desktop operating systems.
- Considerable knowledge of troubleshooting methodology; ability to use troubleshooting skills quickly and effectively.
- Ability to learn new technology quickly.
- Ability to effectively communicate both verbally and in writing.
- Ability to work effectively on a team.

IV. EDUCATION AND TRAINING

- Completion of a Bachelor's degree in an information technology-related field.
- Minimum of five years of comparable experience.
- Or an equivalent combination of education and/or relevant experience.
- Certifications in Microsoft, Cisco and/or VMware products are a plus.

V. PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 50 pounds.

VI. WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Work is often performed in office settings but can be outdoors and in tight spaces. While performing the duties of this job, the employee occasionally works in outside weather conditions.

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