BAINBRIDGE ISLAND FIRE DEPARTMENT

JOB DESCRIPTION: Information Technology Administrator

Summary:

• Official Job Title: Information Technology Administrator
• Classification: Full-time, non-uniformed, represented, overtime eligible, non-supervisory position
• This is an on-site position during the first six months of employment, switching to a hybrid position thereafter
• Reports To: Finance Manager
• Effective Date of Job Description: December, 2021
• Salary: $10,000 per month
• Benefits: Benefits are outlined in the Non-Suppression CBA

Major Function and Purpose:

The Information Technology Administrator (ITA) provides the following services throughout the Department: user support and technical assistance on the use of computer systems and software applications; installs and maintains workstations, servers, network infrastructure, and IOT systems; maintains, administers and supports on premise software and Cloud solutions; provides project management to facilitate initiatives identified in the *Information Technology Plan Effective: 10/07/2020*; manages and coordinates information systems to meet the needs of the Department; diagnoses system failures between hardware, systems software and application programs; administers IT budget and maintains IT equipment replacement schedule.

Security of all Department technology and adhering to HIPAA regulations is a requirement given the sensitive nature of confidential information collected and utilized by the Department in its emergency response operations.

Reporting Relationships:

The Information Technology Administrator reports directly to the Finance Manager.

Job Duties:

Following are examples of duties and responsibilities the Information Technology Administrator will perform:

- Maintain the Departments computers and software systems to ensure integrity, reliability, accuracy and security; ensure the Department's technology systems are appropriately secured to comply with all federal, state, city and system requirements; work with the IT Committee to design and implement redundant systems, policies, and procedures for disaster recovery and data archiving to ensure effective protection and integrity of data assets.

- Provide Department-wide technology support as a member of the Information Technology Service Desk. Operate, maintain, and develop reports using the IT Service Desk tracking system. Provide resolution to service requests.
- Identify opportunities that can improve efficiency of business processes.
- Investigate and resolve application functionality related issues involving 3rd party vendors or other application support resources.
- Provide scripting for in-house IT projects.
- Serve as a liaison and facilitator between all operational units to assist in addressing and resolving IT software issues.
- Provide assistance and advice to business users in the effective use of applications and information technology.
- Provide advanced business intelligence support via the production of custom reporting and establishment of data exploration tools using current industry standards.
- Respond to user requests for service on problematic systems; troubleshoot problems and develop solutions; provide vendors with feedback as needed to outline new software requirements and/or changes to existing software.
- Ensure enterprise software operates properly; ensure compatibility with all affected operating systems, the desktop, database, application and reporting environment.
- Coordinate user testing for new, updated or patched software.
- Remain current with relevant technological advancements as it relates to field; learn and achieve competency in software applications used and supported by the Department.
- Maintains confidentiality of work-related issues, client records, and Department information.
- Manages, schedules and implements initiatives identified in the Department IT Plan.
- Serves as a member of the IT Committee and attends IT Committee meetings.
- Represents BIFD as subject matter expert during relevant Kitsap County or Statewide association meetings.
- Other duties as assigned.

(1) Qualifications:

Knowledge of:
- Principles and practices of analysis and design of complex computer and communication systems.
- Data analytics and reporting.
- Operation of complex and technical computer equipment and peripherals.
- Various existing computer network systems, their components, functions and capabilities. Enterprise and desktop applications including financial, asset management, records management and inventory management.
- Troubleshooting principles, methodologies and issue resolution techniques.
- Current Web technologies, protocols and tools.
- Municipal government structure and departmental interaction and shared information requirements.
- Risk management and mitigation while making complex changes

Ability to:

- Evaluate user needs, system requirements, and cost effectiveness to develop appropriate alternatives.
- Develop and maintain clear and concise user documentation.
- Effectively evaluate computer systems and procedures.
- Develop reports that meet Department needs.
- Understand the data structures and technical infrastructure used in supported applications.
- Interface effectively with third party vendors to resolve application issues and support software upgrades.
- Accurately analyze and resolve problems and recommend effective courses of action.
- Work effectively on several projects concurrently.
- Work independently with minimal direct supervision and make decisions within broad guidelines.
- Research, analyze and evaluate new service delivery methods and techniques.
- Communicate effectively in oral and written form.
- Get along well with other employees, outside agencies and the general public.
- Valid Washington State driver's license within 10 days of the date of hire.

Required:

- BA/BS degree or higher level of education in any Computer Science related field.
- Six or more years' experience with progressive IT support responsibilities.
- Four or more years' experience with server virtualization
- Understanding of computer networks including LAN and WAN with site to site VPNs
- Advanced knowledge of Windows Activity Directory and Office 365

(2) Desired Qualifications:

- Microsoft certification
- Other professional training and accreditation
- Experience with mobile WIFI using Pepwaves
- Experience with Microsoft SQL
- Experience with Vmware ESX

(3) Personal Attributes:

This position requires a mature, self-confident individual who has the interpersonal skills to work well with all members of the organization and the general public. The individual is expected to work with limited supervision, demonstrate initiative on projects while clearly communicating risks, expectations and outcomes, and show a willingness to learn new information, be a problem solver, and exercise good judgement. The individual should:

- be dependable and able to maintain their emotional self-control in all situations.
- be able to accept advice and coaching from others, follow rules and regulations, and adapt to changing working conditions.
- convey a positive, professional attitude and contribute to the general well-being of the Department.

- embrace the mission and core values of the Department.
- be dedicated to continuing their education and applying new ideas and techniques.

Working Conditions and Other Information:

Working conditions are typically in office or meeting environments. The employee must occasionally lift and/or move up to 50lbs. May ride-along on emergency incidents to evaluate operations. May be required to wear personal protective equipment including, but not limited to, helmet, safety glasses, hearing protection, steel-toed footwear. Desk work or computer terminal work may be for extended periods of time.

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This job description does not constitute an employment agreement between the Employer and the Employee and is subject to change as the needs of the Employer and requirements of the job change.