

Job Title: Information Technology Administrator
Department: Information Technology
FLSA Status: Exempt
Location: Dakota City, Iowa
Effective Date: April 1, 2022
Reports to: Humboldt County Board of Supervisors

Position Summary

The primary purpose of this position is to oversee, coordinate, and manage the information services of the county in order to optimize the productivity of the County and its employees through cost effective implementation of new and existing technology. This individual will have the unique opportunity to work with all departments within the county and be the go-to resource to ensure that that Humboldt County is current and proactive in utilizing the best possible measures to meet their technological needs.

Full-time Pay

\$70,000-\$80,000 based upon education and experience.

Responsibilities

- Create written technical documentation for existing and future technology solutions.
- Provide confidential consultation and support through written, verbal and face-to-face correspondence.
- Work directly with all county departments and assist in implementation and support of information technology projects.
- Support the day-to-day technology operations of County departments and employees by managing Personal computer (PC) functions including installation of terminals, personal computers and printers throughout the network
- Respond quickly to problems and proactively troubleshoot irregularities before they become service-impacting issues
- Work with 3rd party vendors to implement and support technology solutions as needed.
- Assist in the development and delivery of technical training for County employees.
- Develop tactical and strategic plans for county information technologies to include management of the technology budget and vendor contracts.
- Prepare requests for proposals and coordinate bids for data processing equipment and software. Order and maintain computer supplies and software when applicable.
- Be available to provide support 24x7 in case of a county emergency or outage that could impact departments and be available for 24x7x365 for law enforcement and 911 operations.
- Stay current with all changes and revisions in federal/state mandated laws and operating regulations.
- Maintain and operate telephone and security system utilized in the Humboldt County Courthouse.

- Other duties as assigned, travel within Humboldt County is required.

Desired Skills and Experience

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Strong customer service skills with the ability to work with various departments and provide excellent and effective communication on everything related to their technology needs
- Strong written and oral communication skills with excellent time management skills and attention to detail.
- Approachable and can-do attitude with a willingness to learn and adapt to changes in technology
- Ability to multitask and operate with minimal supervision, adjusting priorities accordingly
- Able to maintain professional demeanor under stress
- Minimum 2-4 years functional experience working on a Microsoft Active Directory based server environment along with Windows Servers, Network Switches, Firewalls, etc. and some exposure to IBM I series.
- Deep understanding of workstation, server and networking concepts and troubleshooting.
- Understanding of website maintenance and management
- Candidate will be required to meet CJIS standards for law enforcement compliance.
- Associate degree in Information Technology or a related discipline preferred, an equivalent combination of education and work experience may be considered

DISCLAIMER

The above statements are intended to describe the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties and skills required of employees assigned to this job. The job description does not constitute an employment agreement between the county and employee and is subject to change by the county as the needs of the county and requirements of the job change.