



POSITION DESCRIPTION **IT Network Administrator** IT

Job Title: IT Network Administrator
Department: Information Technology
Reports To: Director of Administration

FLSA Status: Exempt, Professional
Prepared Date: November 2021

SUMMARY: The IT Network Administrator performs managerial and technical work in the delivery of Information Technology for the Bay County Tax Collector. This includes the oversight and management of all office software/hardware applications and development. An employee in this classification performs at a middle management level and is responsible for all installation, maintenance and security of Bay County Tax Collector Information Technology facilities, equipment, data communications and services.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree in computer science, network administration, systems engineering, or a related field of study, OR equivalent experience
- Excellent verbal & written communication, organizational, and interpersonal skills.
- Ability to explain technical problems and offer solutions to those without technological training.
- Considerable knowledge of computer networks, wide area networks, personal computers, peripherals, servers, routers, switches, firewalls, cabling, operating systems, software, and various networking equipment.
- Knowledge of current technology and trends in the information technology industry.
- Knowledge of current cybersecurity threats and mitigations.
- Ability to evaluate and forecast information technology needs for the Tax Collector's office.
- Work cooperatively and effectively with team members, direct reports, customers, and vendors.
- Ability to define, analyze and resolve technical problems to ensure non-disrupted service to end users and business operations.
- BCTC enforces a drug-free workplace policy. Applicants in safety-sensitive positions are required to be drug tested prior to employment. Under certain circumstances, employees may also be required to submit to drug and/or alcohol testing. Information on the Drug-Free Workplace Policy is contained in the employee Handbook and set forth in the Drug-Free Workplace Policy, available through the Human Resources Department and the organization's website at www.baytaxcollector.com
- Must have proficient knowledge of basic procedures and principles of mathematics, business English and general office duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responsible for system administration of all operating system platforms that are in use at the Tax Collector's office.
- Provide consultation to Tax Collector and management on IT related needs and issues, to include planning and implementation of any county or state software or hardware changes.
- Maintain awareness of current information technology and cybersecurity trends, and recommend changes as it relates to data confidentiality, integrity and security.



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- Continually monitor systems for improvement and maximum utilization, identifying the need for any enhancements, updates or replacements due to systems becoming outdated.
- Design and develop systems, control and procedures to promote more effective and efficient operations.
- Oversee & manage the long-term and day-to-day workflow of the IT department.
- Collaborate with users, vendors, technicians, and managers to understand and assess computing and system needs and company's goals.
- Communicate the goals, priorities, policies, and procedures of the company to the IT team; develop plans & assign duties to implement these needs.
- Provide technical support to users & IT team members.
- Coach & develop IT team members as applicable.
- Implement and oversee operational budget and expenditures.
- Manage IT projects and serves as a liaison between the business and technical aspects of assigned projects.
- Prepare and deliver regular project progress reports to affected staff and stakeholders.
- Develop and implement business continuity protocols to minimize disruption to business operations in the event of emergency situations or data loss.
- Perform risk assessments, audits, and tests to ensure proper functioning of data processing activities and security measures.
- Make sound decisions in accordance with all applicable laws, regulations, compliance standards, and policies.
- Perform other related duties as assigned.

COMPETENCIES:

- **Continual Learning/Self-Management:** Takes responsibility for own career, pursuing self-development through actively seeking learning in areas beyond current technical expertise, seeks challenging assignments, and engages in opportunities for self-improvement using a variety of learning approaches.
- **Customer Service:** Gains customer confidence through competence, good communications and trust, following through on customer questions, request and complaints, responding promptly and efficiently to request for help, information and services in a tactfully and courteous manner, and recognizes coworkers as customers and treats all with respect and consideration.
- **Flexibility/Adaptability:** Demonstrates openness to changes, adopting a positive attitude to new demands and is optimistic and accepting of necessary change, remains open to others' ideas and exhibits a willingness to learn and use new procedures and technology, smoothly handles multiple demands, willing to work in all office locations.
- **Integrity & Honesty:** Behaves in an honest, fair and ethical manner, accepting personal responsibility not shifting blames to others, acts out of motivation to do the right thing, keeps organizational and personal information confidential where required and/or appropriate and refrains from spreading gossip.
- **Interpersonal Skills:** Treats others with courtesy, sensitivity and respect maintaining confidentiality, maintains effective working relationships with fellow team members, other agencies and the public, considering and responding appropriately to the needs, feelings and capabilities of different people, seeking to understand the culture, beliefs, values, biases, preferences, and other drivers of behavior in



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oneself and others, avoids jumping to conclusions, demonstrates discretion and tact when correcting or questioning another's ideas or action.

- **Written/Oral Communication:** Edits work for spelling and grammar, presents data effectively and is able to read and interpret written information, prepared to listen to other views, speaks in a way that is understandable to others and appropriately uses gestures, eye contact and vocal pitch to positively impact a message, makes clear and convincing oral presentations to individuals and small groups.
- **Problem Solving:** Identifies and works toward resolution of customer issues, within the context of own job, working to fix the problem, knowledge of where to locate information and whom to ask for assistance.
- **Public Service Motivation:** Exhibits the integrity and ethics expected of a public servant, demonstrating good citizenship in the workplace and community, projecting a positive image at work and in the community and models and supports the Bay County Tax Collector's values, mission and vision.
- **Resilience:** Balances priorities at work with personal life concerns and wellness, effectively deals with pressure, remains optimistic, tolerates change, seeks support during a crisis and quickly recovers from setbacks.
- **Decisiveness:** Makes effective and timely decision, even when data are limited or solutions produce unpleasant consequences and takes responsibility for own decisions.
- **Influencing & Negotiating:** Builds positive relationships throughout the immediate workgroup and with key members of other workgroups and expresses empathy and earns the trust of others.
- **Team Building:** Inspires and fosters team commitment, spirit, pride and trust actively contributing to the development of teamwork group goals and works toward the accomplishment of those goals, supporting team decisions and valuing the talent of others.
- **Technical Credibility:** Understands and appropriately applies principles, procedures, requirements, regulations and policies related to specialized expertise.
- **Professionalism:** Exhibits appropriate dress and demeanor of personal self and maintains a clean, neat and orderly work area.
- **Dependability:** Arrives to work and returns from lunch or break on time. Follows instructions and responds to directions in a respectful manner.
- **Reasoning Ability:** Ability to interpret and apply common sense understanding to carry out instructions furnished in written and oral form. Deal with complications involving several concrete variables in standardized situations.

SUPERVISORY RESPONSIBILITIES: IT Technician

CERTIFICATES, LICENSES, REGISTRATIONS:

- Must possess a valid driver license

PHYSICAL DEMANDS/WORK ENVIRONMENT: The physical demands & work environments described here are representative of those that must be met by an employee to successfully perform the essential functions of this job, but not necessarily inclusive of all activities.



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- Physical activities: stand, walk, sit, stoop, kneel, and use hands to finger, handle, or feel, reach with hands and arms, lift up to 15 pounds, talk and hear, visual acuity (i.e. seeing up close, seeing far away, depth perception), pushing, and repetitive motions.
- Ability to work in a climate-controlled environment with a moderate noise level typical of normal business office with computers, printers and light foot traffic.

TERMS OF EMPLOYMENT:

- Hours: It is understood that regularly scheduled office hours will be kept by all personnel. Attendance is an essential function and requirement of employment.
- Work Schedule: will work a scheduled 40 hours work week, exclusive of lunch hours, but may be required to flex work hours or incur overtime.
- All employees may be assigned to any Bay County Tax Collector’s Office.

ADA: Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions in compliance with the Americans with Disabilities Act.

DISCLAIMER

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

All employees serve at the pleasure of the Bay County Tax Collector. The Tax Collector as an elected, Constitutional Officer retains the right to make personnel changes and decisions deemed necessary to carry out the duties of the office and serve the people of Bay County.

The content of this position description has undergone the appropriate reviews and it correctly represents the job and its requirements.

Director Signature:		Date:	
HR Signature:		Date:	
Tax Collector Signature:		Date:	

----- Receipt for Position Description -----

I _____, acknowledge that I have read and received a copy of my position description and fully understand the expectations described therein.

Employee Signature

Date