

J O B O P P O R T U N I T Y
C I T Y O F M A N S F I E L D , O H I O

ORDINANCE 10-258

POSTING DATE: 12/13/11
DEADLINE DATE: 12/19/11

ADMINISTRATOR

The City of Mansfield, Ohio, Director of Human Resources announces the opening of the following position in the **INFORMATION TECHNOLOGY DIVISION**:

POSITION
Administrator

ANNUAL SALARY RANGE
\$35,000 - \$60,000

GENERAL STATEMENT OF DUTIES:

Under direct supervision of the IT Manager, maintains and troubleshoot the City's personal computers and all peripheral equipment; provide technical support to end-users regarding computer hardware and desktop software applications; analyzes "system" problems reported by end-users through electronic ticket system; Oversees and ensures all Tier 1 support tickets are resolved or escalated in an efficient and effective manor; performs other duties as required.

EXAMPLES OF WORK (ILLUSTRATIVE ONLY):

- Maintains security of systems by ensuring enterprise antivirus/spyware/spam filtering and content filtering systems are installed and working as well as, securing equipment to its location, and by other means appropriate.
- Assist other city employees in understanding operation of computer systems and equipment.
- Maintain hardware service, inventory and license records. (Departmental Asset Monitor)
- Recommend hardware and software upgrades.
- Configure and installs computer, and peripheral equipment.
- Wipe and Reload computer when necessary.
- Setup training facilities with computers and projector when necessary.
- Assist other team members with larger tasks when needed.

REQUIRED KNOWLEDGE, SKILL AND ABILITIES:

Knowledge of current computing practices, standards and equipment; capabilities and limitations of various computer systems:

- Mastery of Windows desktop operating systems (XP/7).
- Expert level knowledge of how personal computer operate and process information.

WORKING CONDITIONS AND ENVIROMENT:

Must be able to perform physical activates, such as, but not limited to, **lifting heavy equipment (up to 70 lbs. unassisted)**, bending, standing, climbing or walking; **must also be able to tolerate confined spaces**; ability to establish and maintain a professional working relationship with staff and other departments; good organization and time management skills; ability to work with frequent interruptions; ability to drive a vehicle and travel to different sites; **ability to work extended hours and weekends to complete projects; must be available for 24/7 on call support.**

ACCEPTABLE EXPERIENCE AND TRAINING:

Completion of an associate's degree in computer science/information technology or completion of secondary education or equivalent experience in progressively increasing responsibility in the field of information technology. IT related certifications are preferred (MCP & A+ (MCP in related area)). Minimum of three years experience in the field of information technology and one year in a systems admin capacity.

The specific statements shown in this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

APPLICATIONS FOR THIS POSITION WILL BE ACCEPTED IN THE HUMAN RESOURCES OFFICE. "WE ARE AND EQUAL OPPORUNITY EMPLOYER." WE DO NOT DISCRIMINATE BASED ON RACE, RELIGION, COLOR, SEX, AGE, NATIONAL ORIGIN OR DISABILITY. (SystemAdministrator.doc)