



Office of Human Resources
IT Administrator II - CI2337
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General Statement of Duties

Performs a variety of comprehensive, technical administrative activities within a specialized, functional area which requires a thorough foundation in the principles and practices of the functional area(s) in order to ensure efficient and effective administration and provide administrative direction to department(s) leaders in strategic efforts associated with the functional area.

Distinguishing Characteristics

This class performs a variety of comprehensive and technical administrative activities within a specialized, functional area and provides administrative direction to departments(s) leaders in strategic efforts associated with the functional area. This class is distinguished from the Administrator III class that performs a variety of comprehensive and technical administrative activities that have city-wide impact within a specialized, functional area(s) which requires a thorough foundation in the principles and practices of the functions area(s), exercises overall responsibility for the functional area(s), and provides authoritative advice to top level managers and elected officials on matters of key importance to city goals, programs, and mission. The Administrator II class is distinguished from the Administrator I class that performs a variety of specific administrative activities/projects of limited scope in a specialized, functional area which requires a thorough foundation in the principles and practices of the functional area in order to maintain and improve the efficiency and effectiveness of the function and provide supportive, interpretive, and advisory information to higher level administrators, managers, and/or other stakeholders. Additionally, the Administrator II is distinguished from the Manager I class that manages an operational and/or functional area(s) and performs some elements of supervision by recommending and implementing plans, procedures, policies, programs, and projects.

The Administrator II is distinguished from a Program Manager that performs professional and supervisory work over program staff, provides leadership, program direction, and long range and short term planning for the program area(s), directs program design, policy development, and performance criteria for program operations, and makes budgetary and resource allocation decisions. Additionally, a Program Manager is responsible for a program in a specialized area with specific components that include its own policies, procedures, goals, objectives, budget, and tasks that distinguish it from the main body of a department/agency. A program may complement the core goals and objectives of an agency/department but it is separate from the functional areas that support the core goals and objectives; whereas, an Administrator II is responsible for a core business function(s).

Administrators are focused on the functional area not on supervising or managing staff; consequentially, an administrator may perform lead work or supervisory duties. However, administrative positions exist to serve as a technical expert within the functional area and require a high degree of specialized knowledge.

In general, the Administrator III class has city-wide responsibility or department wide responsibility with city-wide impact/implications and reports to an executive level position. The Administrator II class has department level responsibility and may have some city-wide responsibilities of defined scope. The Administrator I class has division level responsibility and may have some departmental responsibilities of defined scope. Additionally, an Administrator III and an Administrator II have responsible of the entire functional area and the Administrator I has responsibility for a portion of the functional area.

* Some functional areas are clarified in specific classes and series within the classification plan. In those cases the specific classes are to be used.

Administrator Definition:

An Administrator serves as a technical expert and resource in a specialized, functional area by resolving complex, technical issues and designing systems, processes, guidelines, rules, and standards that are critical and directly impact the on-going operations and policies in the functional area.

Level of Supervision Exercised

By position, performs lead work or supervises employees within the functional area.

Essential Duties

Performs a variety of comprehensive and technical administrative activities which includes providing leadership and technical expertise and developing long range and short term planning initiatives and overall goals, objectives, and priorities for the functional area.

Manages the development and implementation of performance criteria for the functional area and evaluates the functional area's performance in meeting goals and objectives.

Acts as a technical expert in a functional area, serves as an expert resource by performing legislative and/or policy analysis of issues and formulating approaches and plans to address identified issues, and briefs management on concerns and issues by providing information required for decision making.

Communicates with representatives of various city agencies, community/business groups, the public, an/or other stakeholders regarding issues/concerns of major significances and chairs and/or participates on task forces in order to resolve complex technical issues.

Develops and implements policies, procedures, business practices, and control mechanisms, reviews status of operations, modifies and implements procedures to increase operating efficiency, and determines effectiveness of desired results.

Develops strategies to ensure compliance to regulations and requirements with the functional area, monitors and assesses compliance, and makes recommendations for improvements.

Administers the financial operations of a functional area(s) including developing the annual operating budget, monitoring financial activities, developing required budget reports, and preparing fiscal reports showing the financial status of operations for the review by departmental managers.

Directs the development of contracts within the functional area including drafting RFP for professional/services contracts, evaluating proposals, selecting successful bidder, administering the contracts, and monitoring contracts for compliance and expenditures.

Prepares comprehensive annual reports describing the progress towards goals and objectives and the overall accomplishments of the functional area.

By position, performs some or all of the elements of supervision or lead work including work planning, instruction, and review, handling grievances and disciplinary actions, hiring and dismissing employees, and evaluating employee performance.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Planning and Evaluating – Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Knowledge of planning, coordination, and execution of business functions, resource allocation, and production.

Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

Education Requirement

Bachelor's Degree in Business Administration or a related field based on a specific position(s).

Experience Requirement

Three (3) years of experience acting as an administrator or a full performance level professional within a specialized, functional area. (Some positions may require experience in a specific area)

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Pressure due to multiple calls and inquiries.
Subject to many interruptions.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check

Education Check

Employment Verification

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: I-818

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: