



Office of Human Resources
IT Administrator I - CI2336
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General Statement of Duties

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.

Distinguishing Characteristics

This class performs a variety of specific administrative activities/projects of limited scope in a specialized, functional area and provides supportive, interpretive, and advisory information to higher level administrators, managers, and/or other stakeholders. This class is distinguished from the Administrator II that performs a variety of comprehensive and 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. The Administrator I 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.

Additionally, the Administrator I class is distinguished from the Management Analyst III class that performs full performance professional level analytical work which includes conducting studies/projects that support a large division(s) or department by advising management on specific operational and/or administrative issues, applying management analysis techniques to solving problems and facilitating modifications/conversions, and preparing recommendations to implement new policies, procedures, and/or process changes/improvements.

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.

Essential Duties

Performs a variety of specific administrative activities/projects, participates in the development of long range and short term planning initiatives for the functional area, and serves as a liaison with other departmental officials, community groups, and/or other units.

Acts as a technical expert in a functional area, provides consultative and technical guidance to managers and/or other officials/stakeholders, and handles sensitive and/or confidential issues, complaints, and/or inquires.

Participates in the formation of operating policies and procedures, provides advice and interpretative information pertaining to policies and procedures, evaluates proposed changes to policies and procedures including the merit and overall impact of changes to the functional area, and makes recommendations.

Conducts studies and/or research projects within the scope of the functional area, prepares comprehensive reports that reflect findings and conclusions, recommends feasible solutions in areas that require attention or change, and implements approved recommendations.

Implements procedures for evaluating effectiveness of the functional area, ensures compliance with applicable laws, regulations, and policies, and assists in establishing processes and controls to ensure compliance.

By position, assists in the development and processing of contracts including participating in drafting RFP for contracts, evaluating proposals, and administering contracts for compliance and expenditures.

By position, assists in the development and implementation of the budget and approves expenditures.

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 budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Knowledge of various types of contracts, techniques for contracting or procurement, and contract negotiation and administration.

Level of Supervision Exercised

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

Education Requirement

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

Experience Requirement

Three (3) years of technical or administrative experience performing research and evaluation OR three years of experience performing technical and administrative duties within the related 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.):

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

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-816
FLSA Code: Y
Established Date: 9/21/2018
Established By: LS
Revised Date:
Revised By:
Class History: