BAINBRIDGE ISLAND FIRE DEPARTMENT

JOB DESCRIPTION: Information Technology Administrator

Summary:

- Official Job Title: **Information Technology Administrator**
- Classification: Full-time, non-uniformed, represented, FLSA exempt, non-supervisory position
- Effective Date of Job Description: September 12, 2024
- Salary: $9,274.02 - $11,592.53 per month
- Benefits: Comprehensive benefits that include medical, dental, and a retirement package

Major Function and Purpose:

The Information Technology Administrator (ITA) is responsible for troubleshooting and resolving IT-related issues, managing the Department network infrastructure, and working with vendors to ensure IT systems are up to date. The ideal candidate will have strong problem-solving skills and a thorough understanding of information technology, including hardware, software and networking.

Security of all Department technology and adhering to HIPAA regulations is a requirement given the sensitive nature of confidential information collected and utilized by the Department in its emergency response operations.

Reporting Relationships:

The Information Technology Administrator reports directly to the Finance Manager. The position often works with duty crews to maximize performance of technology resources used in emergency operations.

Job Duties:

Following are examples of duties and responsibilities the Information Technology Administrator will perform:

- Maintain the Departments computers and software systems to ensure integrity, reliability, accuracy and security; ensure the Department's technology systems are appropriately secured to comply with all federal, state, city and system requirements. Design and implement redundant systems, policies, and procedures for disaster recovery and data archiving to ensure effective protection and integrity of data assets.
- Provide Department-wide technology support as a member of the Information Technology Service Desk. Operate, maintain, and develop reports using the IT Service Desk tracking system. Provide resolution to service requests.
- Identify opportunities that can improve efficiency of business processes.
- Investigate and resolve application functionality related issues involving 3rd party vendors or other application support resources.

- Provide scripting for in-house IT projects.
- Serve as a liaison and facilitator between all operational units to assist in addressing and resolving IT software issues.
- Provide advice and assistance to business users in the effective use of applications and information technology.
- Provide advanced business intelligence support via the production of custom reporting and establishment of data exploration tools using current industry standards.
- Respond to user requests for service on problematic systems; troubleshoot problems and develop solutions; provide vendors with feedback as needed to outline new software requirements and/or changes to existing software.
- Ensure enterprise software operates properly; ensure compatibility with all affected operating systems, the desktop, database, application and reporting environment.
- Coordinate user testing for new, updated or patched software.
- Remain current with relevant technological advancements as it relates to field; learn and achieve competency in software applications used and supported by the Department.
- Maintain confidentiality of work-related issues, client records, and Department information.
- Manage, schedule and implement initiatives identified in the Department IT Plan.
- Serve as a member of the IT Committee and attend IT Committee meetings.
- Represent BIFD as subject matter expert during relevant Kitsap County or Statewide association meetings.
- Other duties as assigned.

<u>Qualifications:</u>

(1) Knowledge, Skills, and Abilities:
- <u>Proven success in an IT role.</u>
- Knowledge of principles and practices of analysis and design of complex computer and communication systems.
- Knowledge and skill in data analytics and reporting.
- Ability to operate complex and technical computer equipment and peripherals.
- Skill and experience with various existing computer network systems, their components, functions, and capabilities. Experience with enterprise and desktop applications including financial, asset management, records management, and inventory management.
- Knowledge in troubleshooting principles, methodologies, and issue resolution techniques.
- Knowledge in current Web technologies, protocols, and tools.
- Knowledge of Municipal government structure and departmental interaction, and shared information requirements.
- Skill and experience in risk management and mitigation while making complex changes to systems or programs.
- Ability to evaluate user needs, system requirements, and cost effectiveness to develop appropriate alternatives.
- Ability to develop and maintain clear and concise user documentation.
- Ability to effectively evaluate computer systems and procedures.

- Ability to develop reports that meet Department needs.
- Ability to understand the data structures and technical infrastructure used in supported applications.
- Ability to interface effectively with third party vendors to resolve application issues and support software upgrades.
- Ability to accurately analyze and resolve problems and recommend effective courses of action.
- Ability to research, analyze, and evaluate new service delivery methods and techniques.
- Ability to communicate effectively orally and in writing to technical and non-technical employees. Experience and proficiency with progressive IT support responsibilities.
- Experience and proficiency with server virtualization.
- Knowledge in computer networks including routing, switching, and next-generation firewalls. Knowledge should include by not be limited to layer 2 and 3 VLANs, remote access VPNs, site-to-site VPNs, IP subnetting, dynamic and static Routing, and network services such as DHCP, DNS, among others.
- Knowledge and proficiency at configuring, updating, and maintaining onsite network infrastructure such as routers, wireless access points, switches, cabling, etc.
- Experience with cellular mobile routers.
- Advanced knowledge of Windows Active Directory, Azure AD Connect and Windows Server 2019 and above.
- Proficiency with Microsoft 365 Administration of Exchange Online, SharePoint Online, MS Teams, and MS Entra
- Experience with Cloud Based PBX
- Experience with Mobile Device Management Systems
- Ability to effectively multitask.
- Ability to work independently with minimal direct supervision and make decisions within broad guidelines.
- Ability to communicate well with employees, outside agencies, and the general public.
- Knowledge and experience with the following are desired: MS SQL, MS Powershell, ArcGIS Online, Microsoft Hyper-V Server, MS Team Phone – PBX, Meraki Network equipment, MS Form and Power Automate.
- Experience in local government IT is desired.

(2) Education and Certifications:

- Some combination of experience and education in Information Technology or related field or a BA/BS degree in Information Technology or related field.

(3) Other Requirements:

- Must have or be able to obtain a valid Washington State Driver's License, proof of current insurance, and the ability to be insured by the Department's insurance provider.

- Must be a U.S. citizen or eligible to work in the United States.

- Successful Candidates must pass a comprehensive background check.

Working Conditions and Other Information:

Working conditions are typically in office or meeting environments. The employee must occasionally lift and/or move up to 50lbs and crawl on floor for installations. May ride-along on emergency incidents to evaluate operations. May be required to wear personal protective equipment including, but not limited to, helmet, safety glasses, hearing protection, steel-toed footwear. Desk work or computer terminal work may be for extended periods of time.
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This job description does not constitute an employment agreement between the Employer and the Employee and is subject to change as the needs of the Employer and requirements of the job change.