

Title: Information Technology Administrator	Effective Date: June 19, 2021	Grade: XVII	Job Category: Professional
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CHARACTERISTICS OF WORK

The Information Technology Administrator provides guidance and assistance to team members for day-to-day operations of administrative and technical job requirements of their respective section's responsibilities, policies and procedures. This position reports directly to the Section Manager.

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

- Maintain current knowledge of technology functions and procedures.
- Provide support to users and be the first point of contact for error reporting for complex issues of the highest priority.
- Assist with the installation and troubleshooting of software and hardware, as needed.
- Lead, coordinate and/or assist in technology projects and their needed components.
- Conduct and lead teams for research on system products, services, protocols and standards in support of technology procurement and development efforts.
- Evaluate, recommend and procure system hardware and software products.
- Lead teams and provide technical expertise to install, configure, test, maintain, monitor and troubleshoot technology solutions.
- Maintain all appropriate technology systems and document processes.
- Provide technical assistance to end-users in a courteous and timely manner.
- Develop and contribute to status reports on tasks and projects.
- Be innovative and adaptable to emerging technologies.
- Perform on-site analysis, diagnosis and resolution of complex system problems for a variety of end-users, and recommend and implement corrective solutions.
- Recommend, schedule and perform system improvements, upgrades and repairs.
- Liaise with, and provide training and support to, IT support sections on system issues.
- Provide technical data and guidance to junior members of the team, as required.
- Assist with the delegation of work tasks and ensure follow through in support of the section manager.

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MINIMUM REQUIREMENTS

Education and experience:

The educational equivalent to a bachelor’s degree from an accredited college or university in computer science, computer information systems, or related field, OR the educational equivalent to a diploma from an accredited high school plus a minimum of four years in a technical support, architecture or administration capacity. Experience resolving complex, high priority technical issues. Experience leading and/or coordinating information technology projects. Experience working in a team-oriented, collaborative environment.

Knowledge, skills and abilities:

Must be customer-centric and enjoy working with others. Ability to multi-task and have good time management and organization skills. Ability to utilize office productivity software such as Microsoft Office. Strong written and oral communication skills with demonstrated technical documentation ability. Well-developed sense of urgency and follow-through. Ability to work after-hours and on-call for routine and emergency maintenance. Ability to maintain a positive attitude. Must have high integrity and be of strong moral character. Ability to lead others.

Physical requirements:

Ability to sit and stand for long periods of time. Ability to lift and carry object up to 50 pounds with or without reasonable accommodation. Ability to operate motor vehicles for Department business.

Working conditions:

This position involves periods of sitting in front a computer and working alongside end-users and other Department personnel. Flexibility to work overtime and weekends, as needed.

Licenses, registrations and certifications:

Valid driver’s license. Relevant professional certifications such as MCSA/MCSE, ITIL, Cisco, VmWare etc. preferred.

("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.