

JOB DESCRIPTION

POSITION TITLE:	Information Technology Administrator
FLSA STATUS:	Exempt
SALARY RANGE:	\$48,000 to \$60,000
DEPARTMENT:	Administration
DATE:	August 4, 2017

POSITION SUMMARY

This position is primarily responsible for the maintenance and the improvement of ELC's computer network, hardware, software, networking and virtual environment. Will also primarily be responsible to ensure the ELC's systems meet all the required compliance guidelines.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Core duties and responsibilities include the following. Other duties may be assigned.

- Responsible for the overall health of company's IT infrastructure including patching, firmware upgrades, patch management, antivirus, Mobile Device Management, backups, etc.
- Assists in the network development, management and maintenance for the Coalition.
- Interprets, develops, and implements all guidelines and policies with the purpose of ensuring compliance with all government regulations, as well as maintaining alignment with the Coalition's mission.
- Responds to staff/contractor inquiries concerning systems operation and diagnoses system hardware, software, and operator problems. Recommends or performs minor and mid-level actions to correct problems. Refers major hardware problems to supervisor for appropriate action.
- Presents recommendations related to purchasing and installing hardware, software and telecommunications equipment regarding the Coalition's IT budget.
- Responsible to take all reasonable precautions to protect mobile computing devices.
- Maintains and monitors telephone system. Utilizes telephone reporting software for requests as needed.
- Explores new technologies for future planning and potential implementation.
- Installs hardware and peripheral components such as monitors, keyboards, printers, scanners and storage devices for Coalition staff.
- Installs specified software packages such as operating systems, word processing, or spreadsheet

programs into computers.

- Provides timely updates on ongoing projects assigned to him/her.
- Works with 3rd party vendors and acts as a liaison between them and the coalition to ensure that projects remain on schedule.
- Prepares various types of reports, presentation, and correspondence for the Coalition staff, Board and other community partners.
- Responds to audit/monitoring inquiries regarding data and reports.
- Maintains inventory of Coalition equipment, licensing, software etc.
- Manages projects from beginning to end maintaining detailed documentation.
- Assists with other duties as needed.

QUALIFICATIONS

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Bilingual (English/Spanish) is a must.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree (B.A.) from four-year college or university; or five to eight years of related experience and/or training; or equivalent combination of education and experience.
- Familiarity with industry standard software vendors such as Microsoft, Symantec, Adobe, etc.
- Familiarity with industry hardware manufacturers such as Dell, HP, Cisco.
- Familiar with network and routing protocols such as NAT, RIP, OSPF, VLANs and VPN.
- Solid knowledge of virtualization platforms.
- Proven experience developing and deploying virtual applications using Citrix, Xenapp/Xendesktop, 2X Knowledge of IAAS services such as Microsoft Azure and Amazon Web Services.
- Proven experience with cloud based productivity platforms such as Office 365, Box.com, Sharefile.com etc.
- CCNA certification.
- MCSA certification.
- Security certification is a plus.
- Training, education and/or experience may be substituted for certain minimum qualifications.

COMPUTER SKILLS:

- To perform this job successfully, an individual should have knowledge of Development software; Internet software; Spreadsheet software and Word Processing software.
- Proficient in networking including the ability to manage a Sonicwall firewall, VPN, VLAN, subnetting, QoS, VoIP and SIP Trunking.
- Proficient with Windows Server, Active Directory, File and folder permissions, cloud storage, 3CX PBX, and Microsoft Azure.
- Skilled in cloud services such as Office 365 and its components, and especially Sharepoint.



- Basic understanding of SQL is a plus.
- Proficient in MS Word, Excel, Access and PowerPoint.
- Offsite backup and Business continuity technologies including but not limited to site replication, failover and disaster recovery.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit, talk, hear and use hands and fingers to operate and handle keyboards and controls. The employee is occasionally required to walk and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 50 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate.

NON-DISCRIMINATION STATEMENT

The Early Learning Coalition of Hillsborough County does not discriminate against employees or clients on the basis of race, color, religion, gender identity or expression, sexual orientation, national origin, age, disability, marital status, familial status or any other characteristic protected by Federal and State law. The coalition will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990, as Amended (ADAAA).

This job description may not be all-inclusive and employees are expected to perform all other duties as assigned and directed by management. Job descriptions will be reviewed periodically as duties and responsibilities change with business necessity. Essential and marginal job functions are subject to modification.