

## KENT COUNTY POSITION DESCRIPTION

*Kent County Levy Court  
555 Bay Road, Dover, DE 19901*

Department of Administration  
*Information Technology Office*  
Classified, GRADE 15  
FLSA exempt position

### TECHNOLOGY ADMINISTRATOR

GENERAL STATEMENT OF DUTIES: Analyzes, evaluates, programs, tests, and recommends introduction, development, and/or operation of new computer systems, hardware, and programs as deemed necessary by the County; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Positions in this class are responsible for providing hands-on customer service as it relates to technology enhancements and coordinates various related project goals with the Systems Analyst Administrator and Network Administrator at the strategic planning level and tactical implementation. Employee should be detail oriented and self-motivated capable of managing multiple priorities and resources in a dynamic environment. This position works independently, reporting major activities and progress to the Information Technology Director.

ADA REQUIREMENTS: This is light work requiring the exertion of up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects; work requires stooping, reaching, crouching, standing, pushing, pulling, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; mental acuity is required to make rational decisions through sound logic and deductive processes; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, use of a measuring devices, determining the accuracy and thoroughness of work, observing general surroundings and activities; the worker is subject to inside environmental conditions, and atmospheric conditions.

EXAMPLE OF WORK: (Illustrative only)

- Research systematic changes to reduce manual effort and duplication of tasks;
- Collaborate with staff and vendors to develop request for proposal as needed;
- Assists with internal projects associated with the supported technologies;
- Evaluate technology needs of County staff and recommend solutions;
- Coordinate technology training for employees;
- Serve as user liaison between computer staff and County employees;
- Supervise computer support technicians;
- Review, evaluate, recommend, and assist in implementation of new tools/technology;
- Communicate with internal and external clients throughout the project lifecycles;

Analyze vendor products and makes recommendations;  
Assist with implementation of projects, and/or upgrade of new hardware and software systems;  
Assist with day-to-day desktop systems support and troubleshooting.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Strong working knowledge of relational databases, networking, desktop systems, workflow products, scanning and electronic document storage and retrieval technologies, and project life cycle development; advanced theoretical understanding of current state-of-the-art hardware and software; complete understanding and application of principles, concepts, practices and standards; some knowledge of, and/or willingness to learn web based interfaces, geographic information systems, ISeries and utilities, communication protocols, and network infrastructure; ability to work independently with little supervision; excellent interpersonal and communication skills; regular and timely attendance; performance of duties in safe manner.

**ACCEPTABLE EXPERIENCE AND EDUCATION:** Bachelor's degree from an accredited four-year college or university with major course work in information technology, computer systems, network systems administration, computer operations, technical support, security and disaster recovery or closely related field and at least five years of applicable experience.

**ADDITIONAL REQUIREMENTS:** Possession and retention of a valid motor vehicle operator's license issued by the State of Delaware. Must pass testing for substance abuse and criminal background investigation. Must maintain a positive work environment by acting and communicating in a manner that promotes harmonious relations with customers, co-workers, and supervisors. Direct deposit of pay required. Requires work schedule flexibility with after-hours support and on-call availability.

---

Employee Acknowledgement

Eff. 10/01/07  
Rev. 07/01/15