

CITY OF DALY CITY
JOB SPECIFICATION
EXEMPT POSITION

INFORMATION SERVICES ADMINISTRATOR

DEFINITION

Under general supervision provides administrative support of division duties, maintains documentation for assets and for policy statements, coordinates purchasing and accounting functions, builds and maintains vendor relationships for technology purchases, coordinates mobile device purchases and provides support to users for associated equipment, assists with software application administration and support tasks, trains employees in generalized and specialized software applications and in the operation of computer and mobile communication equipment, and performs related work as required.

EXAMPLES OF DUTIES

Coordinates purchasing of technology equipment for all departments, manages employee policy documentation, maintains equipment and telephone number documents, works with Accounting division to process invoices for technology purchases, manages relationships with cellular vendors for mobile device and service plan purchases, billing, and support, manages software licensing compliance and documentation, provides assistance with user account administration for various software applications, provides training for fixed and mobile computer and cellular equipment and software applications.

MINIMUM QUALIFICATIONS

Knowledge of: General information technology principles and practices, PC hardware, Microsoft client operating system and Office software, cellular and mobile device functionality, general accounting practices, general project management practices, and basic principles of governmental functions and practices.

Ability to: Communicate well with others, both orally and in writing; organize and manage large pools of information; coordinate the efforts of customers in the use of technology in accordance with set guidelines; operate PC and mobile device hardware; compose and maintain complicated Microsoft Office documents; evaluate and revise administrative processes and technology-driven procedures; identify problems and recommend effective solutions; interact positively and cooperate with co-workers, respond politely to customers, work as a team member, function under demanding time pressure, respond in a positive manner to supervision, and attend work and perform duties on a regular and consistent basis.

Experience: Five years of progressively responsible work experience with an emphasis on customer service and administrative functions, including purchasing, accounting, and user training. Specialization in information technology and/or electronic data processing is desirable. Municipal government agency experience is desirable.

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Education: Graduation from high school or equivalent. Associates or Bachelor's degree is desirable.

License: Possession of a valid Class C California Drivers License.

R: 07/15/2008