



IT SPECIALIST/NETWORK ADMINISTRATOR

JOB DESCRIPTION

General Responsibilities:

The IT Specialist/Network Administrator is responsible for maintaining the CDC computer network, hardware, and software. Performs complex professional work installing and supporting network servers, including operating systems and application software. Installs and supports personal computers, network operations, phone systems, provides hardware and software planning and evaluation, problem solving and training for end users, and ensures systems efficiency and integrity. Provides research and support for new technologies to be used at CDC.

Immediate Supervisor:

Director of Finance

Minimum Educational/Certification Qualifications:

Associates or Bachelor Degree in Computer Science/Information Technology, required. At least three years' experience and knowledge base with computer networking, hardware, and software in a similarly sized organization is required. A combination of education and experience will be considered.

Essential Duties:

- Install and support network servers, including MS/MAC operating systems and application software
- Install and support personal computers, network operations, copiers, fax machines, laptops, projectors, including troubleshooting issues
- Provide hardware and software planning and evaluation
- Provide courteous and respectful support, troubleshooting, and training for end users, including classroom teaching staff and students, ensuring all staff and management receive clear and empathetic assistance.
- Ensure efficiency and integrity of all technology at CDC
- Monitor changing network technology and delivery technology update to SLT quarterly
- Responsible for creating/administering disaster plans to keep CDC functional in the event of a crisis
- Develop innovative network troubleshooting methods to reduce downtimes and lower repair costs
- Work with supervisor to create and manage annual budget and technology plan, ensure cost effectiveness
- Provide support for technical setup prior to meetings when requested
- In conjunction with third party vendor, responsible for maintaining the telephone system at CDC, including location of phones, extensions, and wiring
- In conjunction with third party vendor, responsible for maintaining the door code access system
- Confer with Senior Leadership Team regarding needed modifications/updates to systems
- Maintain security of technology and provide network accounts and passwords
- Maintain organized and systemic IT Office and Server Room
- Provide research and support for new technologies, including grant identification and writing, annual technology plan creation and implementation
- Responsible for creation, implementation, and maintaining of IT policies and procedures
- Responsible for maintenance of CDC technology inventory at all times
- Must be able to meet timelines and manage multiple priorities associated with the requirements of the job while maintaining an effective and efficient work schedule
- Collaboration with the Emergency Preparedness Team, as required
- Create, maintain, and update files for computer licenses, manuals, and training programs
- Must follow all policies and procedures of the Child Development Center
- Must attend staff/team meetings, trainings, and other required events on time and as scheduled
- Must be willing to perform other duties as assigned

Skills Required:

- Hands on/extensive experience with computer networks, network administration and installation
- Comprehensive understanding of network architecture and client/server technology
- Ability to repair and maintain basic PC issues and networking issues
- Ability to perform routine backups and ensure that CDC software is protected
- Advanced computer skills, which includes but is not limited to: in depth knowledge of MS Office Suite, Google mail/applications, Adobe, iPad applications, Apple products, smartphones, etc.
- Strong skills in respectfully explaining and instructing IT issues to those with a wide range of technical experience
- Ability to learn new procedures, laws, and software, as needed
- Ability to work in a collaborative work environment
- Must maintain a high level of confidentiality relative to all matters at CDC
- Must be reliable, organized and detail oriented
- Ability to stay on task and oversee projects to completion with minimal supervision
- Ability to interact in a positive and effective manner with a wide variety of people including children, parents, families, staff members, and community members in order to promote positive relationships within the work setting and community
- Ability to multi-task and manage large and small projects without supervision
- Must respect the cultural diversity and dignity of others and treat them with fairness and courtesy
- Must be willing to serve on CDC sponsored committees
- Maintain a valid driver's license and appropriate auto insurance
- Ability to drive in a variety of weather conditions and be able to make "best judgement" decisions regarding safety of travel based on weather and road conditions
- Represent CDC in a professional manner

Physical/Environmental Requirements:

- Must be able to work in a variety of positions, including but not limited to: stooping, kneeling, crouching, crawling, reaching, sitting, etc.
- Must be able to lift 35 lbs. unassisted
- Must be able to tolerate HVAC systems in buildings and fluorescent lights
- Must be able to work effectively in a stressful environment
- Must be able to hear and process ordinary conversation, telephone conversation, and quiet sounds with or without aid
- Must be able and willing to drive to meet job requirements
- Must be able to operate and use equipment necessary to perform essential functions of the job

THESE ARE MINIMUM REQUIREMENTS, NOT PERSONAL QUALIFICATIONS OF THE PERSON(S) PRESENTLY IN THE POSITION. IN OTHER WORDS, YOU MUST BE ABLE TO MEET THESE REQUIREMENTS IN ORDER TO BE CONSIDERED FOR THE POSITION.

Acknowledgement of job requirements:

I have read and understand the requirements and essential job functions of the position and I am able to perform the essential functions of the position, as defined in the job description, without presenting a danger to either self or others with or without reasonable accommodations. I understand that this document does not change the at-will nature of my employment. I may terminate my employment for any reason, at any time, and CDC may do the same.

Signature: _____ Date: _____

Printed Name: _____

**CORE VALUES**

1. Live Each Day with Courage
2. Take Pride in Your Work
3. Always Finish What You Start
4. Do What Has to Be Done
5. Be Tough, But Fair
6. When You Make a Promise, Keep It
7. Ride for the Brand
8. Talk Less and Say More
9. Remember That Some Things Aren't For Sale
10. Know Where to Draw the Line