



Office of Human Resources  
IT Administrator III - CI2338  
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### General Statement of Duties

Performs a variety of comprehensive, technical administrative activities that have city-wide impact within a specialized, functional area(s) which requires a thorough foundation in the principles and practices of the functions area(s), exercises overall responsibility for the functional area(s), and provides authoritative advice to top level managers and elected officials on matters of key importance to city goals, programs, and mission.

### Distinguishing Characteristics

#### Administrator Definitions

Administrators are individual contributors, internal consultants, and technical experts within a specialized functional area of the organization and provide administrative and strategic direction to department and agency leaders.

Administrators solve complex business issues, design systems, establish policies and procedures, and implementing guidelines, rules, and regulations that are critical and directly impact the ongoing operations of a functional area.

Administrators may perform supervision or lead work of support positions within the functional area; however, these duties are not the primary focus of administration.

A functional area is a core component or major operational area within a business enterprise, such as accounting, finance, human resources, information technology, legal services, and operations.

#### Administrator Levels

The Administrator I focuses on division-level responsibilities and may have some department/agency-wide responsibilities within a defined scope. This classification typically reports to a manager or higher-level position within management.

The Administrator II focuses on department/agency-wide responsibilities and may have some citywide responsibilities within a defined scope. This classification typically reports to a director or higher-level positions within management.

The Administrator III focuses on citywide responsibilities or department/agency-wide responsibilities with citywide impacts or implications. Citywide impact is defined as directing and having direct oversight of activities within external departments and agencies within the city, which is not external to the city. This classification typically reports to an executive-level position or an appointing authority.

### Essential Duties

Acts as a chief representative and key resource person within the functional area for the city, represents the functional area to city departments, elected officials, and outside agencies, and serves on special committees where decisions, commitments, and conclusions have considerable impact on the operations of critical governmental activities.

Develops and maintains effective working relationships with a broad spectrum of key officials outside of the organization in order to effectively gain necessary executive, legislative, and related support for management decisions on priorities and goals.

Reports on functional area(s) accomplishments to cabinet members, elected officials, and others within the highest level of government and justifies critical and far reaching changes.

Defines the functional area's organizational structure, manages the development and implementation of goals, objectives, policies, and priorities, and evaluates functional area performance in meeting goals and objectives.

Explains, justifies, and defends the functional area's policies and activities and negotiates and resolves sensitive and controversial issues.

Manages and participates in legal, fiscal, and procedural monitoring activities, evaluates the effect of unforeseen developments on plans and activities, and presents to top level management suggested changes in function direction and redirection.

Administers the financial operations of a functional area(s) including developing the annual operating budget, monitoring financial activities, developing required budget reports, and preparing fiscal reports showing the financial status of operations for the review by departmental managers.

Directs the development of contracts within the functional area including drafting RFP for professional/services contracts, evaluating proposals, selecting successful bidder, administering the contracts, and monitoring contracts for compliance and expenditures.

By position, performs some or all of the elements of supervision or lead work including work planning, instruction, and review, handling grievances and disciplinary actions, hiring and dismissing employees, and evaluating employee performance.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## Competencies

**Influencing/Negotiating** – Persuades others to accept recommendations, cooperate, or change their behavior; works with others towards an agreement; negotiates to find mutually acceptable solutions.

**Interpersonal Skills** – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

**Financial Management** – Prepares, justifies, and/or administers the budget for program areas; plans, administers, and monitors expenditures to ensure cost-effective support of programs and policies; assesses financial condition of an organization.

**Organizational Awareness** – Knows the organization's mission and function and how its social, political, and technological systems work and operates effectively with them including the program, policies, procedures, rules and regulation of the organization.

**Planning and Evaluating** – Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

### **Knowledge & Skills**

Knowledge of planning, coordination, and execution of business functions, resource allocation, and production.

Knowledge of various types of contracts, techniques for contracting or procurement, and contract negotiation and administration.

Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

### **Level of Supervision Exercised**

By position, performs lead work or supervises employees within the functional area.

### **Education Requirement**

Bachelor's Degree in Business Administration or a related field based on a specific position(s).

### **Experience Requirement**

Three (3) years of experience at the type and level of an Administrator II in a specialized functional area.

### **Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

### **Licensure & Certification**

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

### **Working Environment**

Pressure due to multiple calls and inquiries.  
Subject to many interruptions.

### **Level of Physical Demand**

1-Sedentary (0-10 lbs.)

### **Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

### Background Check Requirement

Criminal Check

Education Check

Employment Verification

By position, Motor Vehicle Record

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

**Pay Grade: EX-17**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date: 7/30/2023**

**Revised By: JH**

**Class History: 9/25/21- Revised distinguishing characteristics.**

**7/30/2023 – Revised licensure & certification and background check requirements.**