

JOB DESCRIPTION

Job Title:	Information Technologies/Administrative Manager
Reports To:	Director of Finance
FLSA Status:	Exempt
Salary Grade:	20
Effective Date:	April 2024

Position Overview

The Information Technologies (IT)/Administrative Manager is responsible for overseeing daily operations and staff of the Administration and Information Technologies Departments. This position is responsible for the development of policies, objectives, and procedures for the departments. The Information Technologies (IT)/Administrative Manager receives only general direction toward accomplishment of major program or project objectives and operates with independence and discretion in making decisions.

Essential Duties and Responsibilities

IT/Administration- 70%

- Oversees daily operations of the Administration and Information Technologies Departments which includes supporting employees with their computer software/hardware needs and the office tools to help them accomplish their work. Also performs data backups, data reporting, purchase review and approval.
- Responsible for the development of system control procedures for the business network and computer systems.
- Reviews computer systems hardware and software needs and recommends purchases and/or modifications.
- Primary liaison to vendors for software and hardware licensing.
- Responsible for confidentiality and security of system data and information.
- Responsible for maintaining the accounting and customer information/billing system.
- Oversees official Company travel arrangements.
- Responsible for official Company functions and events.

Supervision- 30%

- Responsible for supervision and management of the Administration and Information Technologies staff including selection, training and development, performance management, appraisals, coaching, and wage actions to ensure Company objectives are met.
- Approves PTO and other time off requests. Ensures adequate staffing needs are met.
- Encourages positive relationships among the staff and promotes good morale in the workplace.

Other Duties and Responsibilities

- Maintains a basic level understanding of the Company's products and services in order to potentially assist customers with basic questions regarding products and services.
- Actively participates in the performance management process which includes goal setting and identifying opportunities to learn, develop and/or improve skills. Proactively follows through on meeting performance objectives and expectations. Cooperates with others to achieve shared objectives.
- Demonstrates a positive attitude in daily interactions. Encourages positive relationships among the staff and promotes good morale in the workplace.
- Makes budgetary recommendations for the Administration and Information Technologies Departments to the Director of Finance.
- Keeps informed of current changes and developments in the industry.
- Establishes and maintains good working relationships with personnel from other utilities and governing agencies.
- Attends trainings, meetings and other events as requested.
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities

1. Requires a solid knowledge of administrative and information technology methods, principles, and practices.
2. Must have at least 2 years supervisory experience and a minimum of 4 years of office and data processing experience.
3. Excellent listening, written and oral communication skills are required.
4. Requires strong problem-solving abilities and the ability to handle multiple priorities.
5. Requires advanced computer skills using MS Office 365. This experience must include direct experience with administering MS 365.
6. Requires the ability to maintain good working relations with other departments and outside agencies.
7. Must have time management and organizational skills and the ability to multi-task with frequent interruptions.
8. Must demonstrate initiative and attention to detail and possess the ability to analyze facts and make recommendations.

Preferred Qualifications

1. Knowledge of the communications industry.
2. Knowledge of NISC's iVUE software
3. Cybersecurity knowledge and experience

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; use hands to operate a phone and keyboard; reach with hands and arms; and talk and hear. The employee is required to stoop, stand, walk, and bend.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

The physical effort applied in this job includes:

- | | | | |
|--|---|--|---|
| <input checked="" type="checkbox"/> Lifting | <input checked="" type="checkbox"/> Pulling | <input checked="" type="checkbox"/> Reaching | <input type="checkbox"/> Manipulating |
| <input checked="" type="checkbox"/> Carrying | <input checked="" type="checkbox"/> Pushing | <input type="checkbox"/> Shoveling | <input checked="" type="checkbox"/> Keying/typing |
| <input type="checkbox"/> Other (specify) | | | |

Lifting and frequency required by the job:

Amount of Effort Applied	% of Time Effort is Applied			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.				✓
Between 1 & 5 lbs.		✓		
Between 5 & 25 lbs.		✓		
Between 25 & 60 lbs.	✓			
More than 60 lbs.	✓			

Work Environment

The work environment characteristics 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 job is typically performed indoors under comfortable working conditions; any disagreeable elements are generally absent during normal performance of job.

Attendance

Regular and reliable attendance is required.

Safety

This position requires the ability to support a safe work environment by performing duties in accordance with acceptable, safe work procedures. This includes but is not limited to: reporting all incidents and accidents to your supervisor immediately but no later than within 24 hours; maintaining the work area in a safe and healthful condition; reporting, and whenever possible correcting, unsafe working conditions; operating vehicles while in the course of employment in a safe and lawful manner; and providing assistance to reduce or eliminate workplace hazards.

Acknowledgement

I am able to perform all the essential functions of the job, as described in this job description.

Signed	Date
Printed Name	