



MAPLE HEIGHTS JOB OPENING

Information Technology (IT) Administrator

The City of Maple Heights is accepting applications for a full-time IT Administrator. The Administrator maintains City-wide and department information systems and networks; upgrades, configures, installs and maintains hardware and software; performs troubleshooting; backs up data; and manages network security. The Administrator provides technical assistance and support to end users. The Administrator's schedule will require some evening and weekend work.

Responsibilities:

The IT Administrator must have demonstrated strong administrative, time management, project management, organizational and communication experience. The abilities to multi-task, quickly adapt to new circumstances, and juggle multiple daily tasks and deadlines are needed.

Responsibilities may include but are not limited to:

- Manage the procurement, vendors and quoting process for tech systems, software and equipment, including cameras, webcams, computers, monitors, phones, etc.
- Manage inventory and projected needs for phone systems, computers, laptops, tablets, cameras, cell phones, etc.
- Administer setup, maintenance, troubleshooting, certificates, contracts, users, add/change/delete users
- Provide onsite troubleshooting, user training and support for WIFI, internet, networking, equipment, software, web conferencing, and other tech-related needs
- Assist with major initiatives: develop project plans, work with vendors and staff; ensure communication; identify and resolve issues; ensure budgets and deadlines are met
- Manage security and threats, alarm systems
- Provide education, advice and support for software and systems, i.e. Adobe, Canva, Outlook, MS Office
- Liaison with CVD, providers, consultants
- Provide tech support for presentations, meetings, etc.
- Develop project proposals, timelines, and program plans;
- Prepare budgets, purchase orders, coordinate deliveries, manage issues, etc.
- Research and respond to inquiries, suggestions, and complaints;
- Anticipate issues, plan for a variety of possible outcomes, troubleshoot, problem-solve, create backup plans;
- Lead teams, contribute as a team member, as well as work independently;
- Understand and comply with applicable ordinances, policies, regulations;
- Evaluate, plan, and ensure manpower, expenses, services, supplies, and communication are in place to complete assignments, projects, and initiatives;
- Create, document and implement plans, processes and procedures;
- Other duties as assigned.

Experience and Qualifications: The ideal candidate will have at least 3 years related experience, or an equivalent combination of education, experience and training that corresponds with the job responsibilities. Experience in a municipal or public organization a plus. Strong Microsoft Office skills: Microsoft Word, Excel, and Outlook (required); Canva, Publisher, or other publishing, graphic design

experience preferred. Excellent interpersonal, customer relations, attention to detail, and oral and written communication skills are required. Social media experience a plus.

Additional Essential Job Duties/Qualifications: Exercise excellent customer service skills. Team player who can also work independently. Excellent communication and time management skills. Possess a high level of organizational ability, troubleshooting, problem-solving, and creative/innovative approaches to managing work. Understand office formats and procedures. Demonstrated leadership skills and ability to document and implement processes and procedures. Self-motivated and self-directed.

Hourly Pay Rate: \$21.63 - \$32.78, commensurate with experience.

The position includes the City's benefits package, paid time off, and participation in the OPERS pension system.

Applications available at www.CityMapleHeights.com and City Hall - 5353 Lee Road, Maple Heights, OH 44137 attention HR or email to HR@MapleHeightsOhio.com. EOE, drug/smoke free workplace.

QUALIFIED RESIDENTS ARE ENCOURAGED TO APPLY