

POSITION DESCRIPTION
Computer and Electronic Systems Administrator
CLASSIFICATION: ANALYST/SUPERVISOR

I. INTRODUCTION

The Administrator serves as the primary person to administer special functions for the Central Texas Housing Consortium (CTHC). This employee has broad responsibilities in the performance of computer and electronic systems administration duties in addition to the development and implementation of other programs and procedures. Duties are performed in accordance with federal, state and local laws, applicable regulations, and CTHC's policies and procedures.

II. COMPETENCY DESCRIPTORS:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of CTHC. Uses appropriate judgment and decision making in accordance with level of responsibility. Acts as a knowledge leader regarding the tools, techniques, processes, standards, and routines related to own role. Takes calculated risks and tries new things.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work. Assists in overseeing the implementation of new methods, processes, procedures, tools, and/or techniques.

Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate. Evaluates changes in the environment with respect to the impact on safety. Alerts team members and leaders to hazardous conditions and deviations from safety procedures.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard. Draws on a broad understanding of the client's needs/issues to suggest additional programs/services. Generates client confidence through tasks.

Teamwork: Employee balances team and individual responsibilities. Exhibits objectivity and openness to others' views and gives and welcomes feedback. Contributes to building a positive team spirit; puts success of team above own interests; and supports everyone's efforts to succeed. Assists others in overcoming roadblocks, making operations more efficient and effective. Works closely with team members to implement solutions. Builds a sense of team by successfully gaining the cooperation and commitment of others.

Reliability: Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Organization expectations. Performs work in a reliable manner that is both accurate and timely. Ensures a positive record of attendance and punctuality. Works independently, applying the appropriate processes, procedures, methods, tools and techniques to deliver work. Monitors team and ensures understanding of processes and procedures.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work. Openly shares important or relevant information with the team. Oversees the quality and timeliness of team deliverables, provides support without removing responsibility. Ensures a sense of mutual accountability in and across the team.

III. DUTIES AND RESPONSIBILITIES

Under the guidance of the Chief Financial Officer, employee performs duties related to computer system support and electronic systems administration and the development, implementation and/or monitoring of other assigned programs. These duties include:

- A. Serve as computer system support including installing, configuring and support of CTHC's local area network, Internet and intranet and other electronic systems including:
 - 1. Monitoring and testing of local area network and other data communication networks to ensure they operate correctly with minimal interruption.
 - 2. Monitoring of web site performance and correction of issues.
 - 3. Research, recommend and install network and data communications hardware and software.
 - 4. Perform necessary maintenance to support all electronic systems.
 - 5. Provide assistance concerning use of computer hardware and software, including printers, email and operating systems.
 - 6. Test and implement new software programs which will result in efficiency improvements.
 - 7. Set-up new computer systems and perform routine maintenance.
- B. Serve as electronic systems administrator for Website, key systems, Lindsey applications, cell phones, electronic tracking devices, Docuware, social media management, cloud-based storage and other such systems as assigned.
- C. Perform an array of technical, research, analytical, planning, and training activities in addition to providing assessments related to the development and implementation of new or other programs.
- D. Maintain required certification(s) and regularly attend training to ensure processes and procedures reflect current hardware and software configurations.
- E. Other duties as required.

IV. EDUCATION/SKILLS

- A. Employee must have a two-year computer science degree from an accredited college or four years of related experience. A current CompTIA A+ certification is preferred.
- B. Ability to meet and deal tactfully with the public, residents, and employees.
- C. Computer literate with knowledge of spreadsheet, database and word processing programs.
- D. Able to read, understand and apply technical manuals and implement findings
- E. Ability to prioritize work and interpret, analyze, test, troubleshoot and evaluate existing network systems.
- F. Effective written and verbal communication skills, a pleasant and courteous demeanor, strong organizational skills, mature judgment and the ability to work as part of a team.

V. PHYSICAL REQUIREMENTS

Employee must be able to travel to and complete work at multiple sites, sit for extended time periods using the computer and lift up to 30 pounds.

VI. OTHER REQUIREMENTS

- A. Employee must possess valid Class C driver’s license and have a driving record which will meet requirements of the CTHC auto insurance company.

Employee must protect insurability by driving in such a manner both on and off the job so as not to be found guilty of DWI or have been issued a number of traffic violations which result in cancellation of the employee’s coverage or an increase in rates. Upon such notice, the Executive Director may terminate the employee for misconduct related to the job.

- B. Employee must not be involved in the unlawful manufacture, distribution, possession, dispensation, or use of a controlled substance. The Executive Director may terminate the employee for these practices.

VII. SUPERVISION RECEIVED

Employee is under the direct supervision of the Chief Financial Officer.

CERTIFICATION: I have read and understand the above position description, and I agree to fulfill all job requirements.

Employee Signature

Date