

# Town of West Tisbury, MA

**Position: Department Administrator**

**Department: Various**

**Position Purpose:**

The purpose of this position is to 1) provide IT support to Town Hall, Highway and Up Island Council on Aging employees to include administering, procuring and coordinating the town's information systems requiring a high level of technical knowledge and confidentiality; and 2) perform a range of administrative and clerical support services to assist various town boards, committees, and/or departments as needed. This position is to perform responsible clerical and administrative to provide support, coordination and management of the designated committees and; performs all other related work as required.

**Supervision:**

*Supervision Scope:* Performs various duties of a routine to complex nature following acceptable standards of quality and performance, and requires independent judgment in determining methods of completion and carrying out assignments. This role requires working knowledge of departmental operations and responsibility for prioritizing tasks and meeting all deadlines.

*Supervision Received:* Depending on the department; works under the direct supervision of the Department Head, Board Administrator or Town Administrator.

*Supervision Given:* None.

**Job Environment:**

Work is performed under typical office conditions; work environment is moderately noisy.

Operates an automobile, computer, calculator, telephone, copier, facsimile machine, and other standard office equipment.

Interacts with other local government offices, businesses, organizations, the general public, and town officials and departments. Contacts are in person, by phone, and via mail and email and consists of an information exchange dialogue.

Has access to department-related confidential and/or sensitive information including personal and property related files. Employee must maintain confidentiality.

The employee may be required to work outside of normal business hours in order to accommodate Town Body meeting preferences or IT emergencies.

The employee will be required to work off-site at the other town buildings as needed for regular

and emergency IT duties.

Errors in judgment could result in hardship to the town's citizens, lower standards of service to the community, monetary loss or legal repercussions, permanent loss of critical Town data, and possible negative public relations for both the department and the town.

**Essential Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

The position serves as the recognized authority of the Town in matters of considerable importance, including departmental practices, procedures, regulations or guidelines. The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved or sought on behalf of the Town body to whose service the employee is designated. The position has access to town-wide confidential and sensitive information directly related to the security of the town's electronic operations, as well as high level access to all files (except public safety) on the networks, requiring responsibility for strict confidentiality.

The employee is expected to solve, through experienced judgment, most problems of detail or unusual situations by adapting methods or interpreting instructions to resolve the particular problem.

The employee may be required to work outside of normal business hours in order to accommodate IT emergencies and town body meeting preferences.

Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements.

**IT Administrator Duties**

Provides support to users and is the first point of contact for problem resolution. Troubleshoots hardware, software, and network issues for Town Hall departments, Highway department, and the Up-Island Council on Aging.

Works as triage manager and facilitator between town staff and IT Consultant for the following types of tasks:

- Diagnoses and repairs minor problems with hardware and software (e.g., printers, monitors, battery backups as well as software glitches) and determines whether IT Consultant is needed
- Is proactive in staying up to date on current cybersecurity protocols, makes recommendations for staff.
- Requests, prioritizes and coordinates assistance of IT Consultant as required and monitors

status/results

Onboards new staff on protocols for security, electronic file storage and locations, avoidance of virus and spam threats, and works with IT Consultant for creation of user and email setup and security levels; coordinates with software providers as necessary for software-specific user setup and security.

Maintains inventory of printer supplies, toner cartridges, etc. Orders hardware equipment as needed.

Manages daily and weekly Passport/off premise Back-up protocol for Town Hall to ensure system security.

Manages annual \$100,000+ IT budget, process and track invoices. Manages network and software subscriptions and licenses (e.g., Server and MS Office, Permitting, Tax Collection, Accounting, online payment processing (in collaboration with the Treasurer/Collector), remote meeting and signing, etc.)

Provides short and long-range planning for information technology growth within the Town.

Planning and organizing, including short and long-term goals to help anticipate and prepare for an organized and structured growth.

Oversees both telephone and audio/video systems.

### **Board Administrator Duties**

Manages all aspects of the meeting lifecycle for up to three (3) municipal boards, committees and/or department as needed. Schedules meetings, creates and posts agendas, communicates information to board/committee members, send out notices as required. Takes meeting minutes, in person or from recording device; types and sends draft copies to Chair of committee or board. Makes corrections as needed and submits to Town Clerk when approved by committee or board.

Performs all general clerical duties including typing, filing, data entry, answering the telephone opening mail, etc. Maintains effective filing system and updates records on the computer and manually. Processes permits, licenses and other documents.

Assists customers to fill out forms and applications. Processes various forms and applications. Makes copies and distributes various reports.

Helps to establish and maintain central file system for Boards, Commissions and Committees. Files Board, Commission and Committee documents for the department.

Enters data into permit software for the department as needed.

Composes and files correspondence as required; types reports, and other records. Prepares, formats and administers official documents.

Grant research, participation in writing requests, reports and other associated functions.

Performs similar or related work as required, directed or as situation dictates.

**Recommended Minimum Qualifications:**

Education, Training and Experience:

Associate's Degree required, Bachelor's Degree preferred; 2-4 years experience working with computers and software; 2- 4 years of Administrative experience or related field(s) preferred; or a comparable combination of education and experience. Experience working with the public and responding to customer service requests or any equivalent combination of education and experience; experience working with multiple tasks and supervisors preferred.

Special Requirements:

A valid Massachusetts motor vehicle license is required. As a condition of employment, the employee must be CORI certified.

Knowledge, Ability and Skill:

**Knowledge:** Advanced knowledge of IT Services. Knowledge of data processing and telecommunications including hardware and software applications as well as WAN and LAN technologies. Detailed knowledge of Microsoft Windows desktop and server operating systems/software. Knowledge of contingency planning (Disaster Recovery); email management data communications, information security, phone system, internet connectivity, spam and anti-virus troubleshooting and resolution. Basic knowledge of the municipal administration process, basic knowledge of the functions of municipal government, basic understanding of the interaction between local government, state government, and federal government, basic working knowledge of business administration, practices, general office procedures, and applicable local, state, and federal laws. Knowledge of office operating practices and procedures including Open Meeting laws and Town Bylaws as they relate to the respective Town bodies to whose service the employee is designated.

**Ability:** Ability to troubleshoot, plan, organize and collaborate with others, ability to communicate effectively, ability to establish and maintain effective working relationships with all town employees, board/committee members, officials and the general public, ability to recognize town-wide priorities and work cooperatively to support their accomplishment, ability to prioritize multiple tasks and deal effectively with interruptions, often under considerable time pressure. Ability to work independently, multi-task, and be self-motivated.

**Skills:** Excellent troubleshooting, analytical and prioritization skills. Strong customer service and

organization skills; excellent written and verbal communication skills; excellent computer skills including MS Office applications. Excellent data entry and Internet usage skills.

Physical Requirements:

*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.*

Employee is regularly required to walk, stand, sit, crawl, communicate, and hear; ability to handle, feel or operate objects, tools, or controls, and reach with hands and arms as in picking up paper, files, and other common office objects. Occasionally climbs, and lifts/moves objects weighing up to 30 pounds. Vision and hearing at or correctable to normal ranges.

*This job description does not constitute an employment agreement between the employers and is subject to change by the employer as the needs of the employer and requirements of the job change.)*