Position Description

Position Title: IT Analyst I - Network Administrator

Reports To: IT Operations Manager/Data Security Officer

Supervises the following positions:

Summary function: Performs a variety of duties dealing with the procurement and administration of information technology solutions. Assists with the administration of the IT Department in the areas of technology service, software, hardware procurement, license management and contract management. Executes multiple technical support tasks supporting IT department system administration efforts.

% of Time Essential Duties and Responsibilities

45 System Administration:
- Productivity Application User and Configuration Management
- Disaster Recovery Processing and Administration
- Data Query and Reporting
- Technical Support and Troubleshooting

45 Technology Services, Hardware, and Software Procurement:
- Information Technology Department Purchasing/Procurement
- Contract and Service/Maintenance Agreement Management
- Software and Hardware License Management

10 IT Department administrative support duties.

Non-Essential Duties and Responsibilities
Knowledge, Skills, and Abilities required for the positions

Knowledge of:
- On-premise & Cloud Enterprise IT Architecture and Networking Fundamentals
- Enterprise IT Procurement Strategies
- Service/Maintenance Contract and License Management Best Practices

Skilled in:
- Information Technology Service and Product Procurement
- Hardware and Software License Management
- Contract and Service Agreement Management
- System Administration of Enterprise Class Platforms including: Microsoft Windows Server Administration; Office 365 User Management and Configuration; Microsoft Azure Administration; Red Hat Enterprise Linux; Zendesk Support
- Process and System Documentation and Reporting

Ability to:
- Interpret policies and procedures
- Troubleshoot, identify and solve problems
- Determine priorities
- Communicate effectively and professionally, both verbally and in writing
- Work in a team environment
- Interact effectively and courteously with a wide variety of people both within and without the organization
- Communicate effectively and professionally, both verbally and in writing
- Consistently provide an excellent service-oriented attitude
- Use discretion and independent judgment
- Demonstrate exceptional organizational skills

Minimum education and work required for the position:

Required minimum education:
Bachelor's Degree in one of the computer sciences or related field (proof of degree required at interview).
Required minimum professional work experience:
One (1) year of IT procurement administration, and two (2) years IT system administration experience.

Required licensure certification(s):
N/A

Other job related requirements for the position (e.g., work schedule, physical and mental requirements, language requirements, overtime, travel, use of equipment/machines, etc.):
- Work Schedule: Normal business hours are 8:00 a.m.
- 5:30 p.m. Mon-Fri (occasional nights and/or weekends are required).
- Travel: Minimal travel requirements. Potential travel times include: Training, Conferences and Software Implementation.
- Ability to sit for long periods of time, hear and converse over the telephone, and key/work frequently on a computer.
- Ability to lift 5 to 10 lbs.

Additional information:
Additional related experience may substitute for the degree on a year-for-year basis. Great Plains and SAManage experience preferred.

Incumbent's Signature: ______________________      Date: ________________

This job description is not a contract for employment and The Florida Bar reserves the right to make any necessary revisions on the job description at any time without notice.