



Information Technology Administrator

POSITION DESCRIPTION

JUNE 2024

DATE:	June 11, 2024
DIVISION / DEPARTMENT:	Information Systems / Information Technology
POSITION TYPE:	REGULAR / FULL TIME
FLSA CLASSIFICATION:	EXEMPT
JOB LOCATION:	ORLANDO, FL
APPLICATION DEADLINE:	OPEN UNTIL FILLED

POSITION SUMMARY

The Information Technology Administrator is responsible for administrating and managing the network infrastructure, servers, storage systems, and ensuring the continued reliability and security of information systems for the Supervisor of Elections (SOE) computer information systems.

The Information Technology Administrator reports to the Chief Information Officer and does not supervise staff but may assist with overseeing temporary workers during election events.

POSITION FUNCTIONS AND DUTIES

- Oversee and manage the SOE network, including routing and switching using various protocols.
- Installation, configuration, administration, and maintenance of computer networks and systems, including managed switches, routers, wireless access points, NGFW, VPNs, virtualized environments, cloud services, servers, storage systems, and other physical hardware.
- Maintain and monitor servers, storage systems, and network traffic utilization and develop strategies to improve overall performance.
- Maintain Standard Operating Procedures (SOPs) and diagrams for servers, networks, domain controllers, and file storage infrastructure.
- Develops and maintains network and cybersecurity procedures, including contingencies against external threat attacks.
- Assist with election equipment tasks such as fixing devices, assisting with builds and troubleshooting networking issues at polling locations.
- Remain current on emerging technology that may benefit the SOE systems and users.
- Participate in new development, design, and enhancement of systems and networks.
- Provide technical support to end-users.
- Effectively communicate issues to coworkers and supervisor and collaborate on solutions.
- Work closely with the [Information Technology](#) team, assisting the Helpdesk Technician and Systems Administrator with projects based on workload.
- Assist the Chief Information Officer with any special projects as directed.
- Perform other duties as assigned.

SKILLS AND QUALIFICATIONS

REQUIRED:

- Associates' Degree in Computer Science, Information Systems, Networking Administration, Cyber Security, or related field.
- Minimum of five years' experience in a position working with networking equipment and electronics, with at least four years directly performing helpdesk support, server installs, upgrades, and troubleshooting.
- Minimum of five years' experience in a position analyzing and resolving hardware and software issues, enhancing and securing networks, and communicating quickly and effectively to end-users and management.
- Proficiency with Windows Server products, including past work experience in problem-solving with related software, cloud services, email systems, server administration, computer imaging, backups, and disaster recovery.
- Proficiency with Microsoft 365 Environments and tools, including Endpoint Manager, Intune, and Azure AD.
- Proficiency with networking equipment, including firewalls, managed switches, routers, site-to-site VPNs, VoIP, and networking protocols (TCP/IP, UDP, BGP, RIP, DNS, DHCP).
- Previous experience with virtualization technologies such as Microsoft Hyper-V and Proxmox.
- Previous experience with SAN/NAS storage systems and high-availability clusters.
- Previous experience accomplishing projects from conception to completion with high accuracy and attention to detail.
- Prior work experience in a position with rapidly changing priorities and deadlines.
- Valid driver's license and driving history that meets SOE driving standards – Successful completion of the Orange County Defensive Driving Course.

PREFERRED:

- Bachelor's Degree in Computer Science, Networking Administration, Cyber Security, Information Systems, or related field.
- CompTIA Network+ and Security+ certifications.
- Microsoft 365 Certified: Security Administrator Associate certification.
- Juniper Junos Associate (JNCIA-Junos) certification.
- Proficiency with Next-Generation Firewalls (NGFW) and Software-Defined WAN (SD-WAN).

WORKING CONDITIONS

The majority of the work is performed indoors, in an air-conditioned office seated at a desk facing a computer screen. This position may also work indoors and outdoors at public events. This role will come into contact with cleaning chemicals for tablets and printers. This position requires frequent contact with the SOE internal staff and SOE vendors.

This position requires full-time hours within a scheduled workweek, in addition to extended workdays and weekend work as needed, during election events, sometimes with little or no advance notice.

SPECIAL EQUIPMENT

Must possess working knowledge of office machines, equipment, and tools including but not limited to multi-line phone system, computers, laptops, tablets, iPads, scanners, printers, forklift and scissor lift, network tools, cameras, power hand tools, soldering iron, pallet jack, election equipment, and company vehicles.

PHYSICAL AND MENTAL DEMANDS

Requirements and Frequency		
Occasional Demands (1-33%)	Frequent Demands (34-66%)	Constant Demands (67-100%)
Driving	Sitting	Lifting (up to 50lbs)
Climbing	Carrying	Pushing
Repetitive Wrist Motion	Twisting	Pulling
Focus for Extending Periods	Decision-Making	Grasping
Crawling	Comprehending	Reaching
Stooping	Hand-Eye Coordination	Bending
Reading	Kneeling	Standing
	Finger Dexterity	Walking

DISCLAIMER

This is a general overview of this position. The Orange County Supervisor of Elections reserves the right to change, alter or void all or any part of this position overview, at any time, with or without notice.

AT WILL STATEMENT

Employment at the Orange County Supervisor of Elections Office is on an “at-will” basis. It may be terminated at any time, with or without cause, by either the employee or employer. It is not guaranteed, contracted, or promised for any length of time. No person other than the Orange County Supervisor of Elections has the authority to alter the at-will status of your employment or to enter into any employment contract with you. The Orange County Supervisor of Elections reserves the right to change, amend or revoke rates of pay, terms, and conditions of your employment and job offers at any time.

HOW TO APPLY

Email applications to: recruiter@ocfelections.gov

Mail application to:

Orange County Supervisor of Elections
Attention: Human Resources
PO Box 562001
Orlando, FL 32856