



# BOONE COUNTY JOB DESCRIPTION

<b>JOB TITLE:</b> <u>Office Administrator</u>	<b>NEW:</b> <input type="checkbox"/>	<b>REVISED:</b> <input checked="" type="checkbox"/> <small>(Please check one)</small>
<b>REPORTS TO:</b> <u>IT Director</u>	<b>FLSA:</b> <u>Exempt</u>	<b>DATE:</b> <u>11/2021</u>
<b>DEPARTMENT:</b> <u>Information Technology</u>	<b>JOB CODE:</b> <u>203</u>	

**SUMMARY:**

With limited supervision, the Office Administrator oversees, supervises, and administers financial, personnel, and operational activities of the Boone County Information Technology Department.

This position assumes responsibility for the department in the absence of the Information Technology Director; oversee work done by staff for accuracy, completeness, and responsiveness; track all work orders and service requests.

**ESSENTIAL FUNCTIONS:**

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

Develop, monitor, and administer budgets for all divisions across Information Technology; manage all purchases of equipment, software, contracted services, equipment contracts, etc.; keep accounting records of all budgetary matters; manage fiscal activities and projects for the department; direct the development of written, statistical, and financial reports; prepare the annual technology budget for all County offices and departments using technology cost centers associated with each County office and department; process payment requisitions, journal entries, budget revisions and amendments; reconcile all County offices and departments technology budget with the Boone County Auditor's Office; routinely review posted general ledger activity and initiates follow-up or corrective actions as needed; coordinate all fiscal activities County offices and department's technology budgets.

Oversee the intake of all incoming requests from County offices and departments for Technology services; monitor and assist in the coordination of work schedules and calendars across all Information Technology divisions; coordinate and conduct ongoing training for both current internal support staff and new hires; develop, maintain and oversee internal operation procedures, forms and systems; motivate staff to drive job performance; conduct and weigh in on performance reviews; review, monitor and approve payroll items, along with

leave requests; participate in hiring process for new positions; routinely review internal support positions for the appropriate classification.

Serve as liaison between the Information Technology Department and County offices and departments concerning service performance levels, budget and finance activities, and daily operations; prepare payroll requests and reviews posted payroll activity for accuracy; serve as the secondary authority for Personnel Action Forms.

Manage and process technology fixed assets for all County offices and departments; monitor and administer the technology physical fixed asset inventory for all County offices and departments; maintain and monitor warranty and maintenance schedules; perform annual physical inventory and requests adjustments as needed; prepare and maintain inventory reports and asset replacement schedules for budget recommendations; serve as project manager for executing approved county-wide technology budget.

Manage and develop Information Technology Department Annual Report for all Information Technology divisions.

Manage Mail Services division; oversee the process of incoming and outgoing mail for all County offices and departments and inter office walking and driving mail routes; establish and maintain mail and package policies and procedures for all County offices and departments to utilize the Mail Services division's resources; monitor and administer postage and accounting functions related to all mailings; manage bulk mailing process for postage discounts; develop and execute service contracts related to equipment used to process mailings; serve as the liaison between Mail Services and County offices and departments for envelopes, paper and any other supplies used in the mailing process, including specification requirements for mail processing equipment; manage and maintain inventory of mailing supplies.

Serve on committees, attends meetings, appears before the Boone County Commission, and handles special projects as directed by the Director of Information Technology.

Develop and maintain management and statistical reports for the department.

Coordinate conference registration and travel arrangements for Information Technology staff.

Verify all items and supplies ordered have been received and payments have been issued; process bids; maintain inventory and supplies.

Perform other duties as assigned.

**KNOWLEDGE AND SKILL:**

1. Considerable knowledge of Boone County policies and procedures.
2. Skill in research, writing, and communicating to resolve conflict, convey complex information, and advance the work of the Information Technology Department.
3. Skill in staff coaching and management.

4. Skill in analysis, problem-solving, and mathematics.
5. Skill in working with and applying mathematical concepts such as percentages, ratios, and proportions.
6. Skill in developing and maintaining cooperative working relationships with other County Departments.
7. Knowledge of English grammar, punctuation, and spelling; advanced skill in communicating effectively using the English language, both orally and in writing.
8. Advanced knowledge of personal computers and standard software applications related to legal support work, including Microsoft Office Suite.
9. Advanced knowledge of accounting and bookkeeping practices.
10. Expert knowledge of customer service processes.
11. Advanced knowledge of information technology systems.
12. Expert skill in reading and preparing policy and procedure documents.
13. Expert skill in discretion and maintaining confidential information.
14. Ability to work independently and use good judgment.
15. Expert ability to monitor and supervise the work of others.
16. Expert ability to maintain a high level of accuracy and attention to detail.

**PHYSICAL DEMANDS:**

The majority of work is performed in a professional office setting and is generally sedentary. Must possess vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Position requires CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending and stooping, pushing/pulling, twisting at waist, moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 25 lbs. from below waist to above shoulders and transporting distances up to 50 yards. OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects; lifting objects weighing 20-35 lbs. from below waist to above shoulders and transporting distances up to 50 feet.

**WORK ENVIRONMENT:**

This job operates in a professional office environment. Business casual attire required. This position routinely uses office equipment such as computers, calculators, multi-line telephones, photocopiers, printers and scanners, hand-held recording devices, filing cabinets, and fax machines. This position is routinely in contact with the public, county offices and their staff, and members of other entities. This position is subject to large workloads and stressful situations regularly.

**MINIMUM QUALIFICATIONS:**

Five years of experience in Accounting, Business Administration, or related field, plus three years of bookkeeping experience and one year of staff management experience. Three years of experience in a customer service role. Must have valid driver's license and good

driving record. Must possess a clear criminal history and meet minimum qualifications set forth by the FBI and MSHP CJIS Security policy.

**PREFERRED QUALIFICATIONS:**

Bachelor's Degree in Accounting, Business Administration, or related field. Experience working in an Information Technology environment with a customer service support desk.

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.*