

**Kenton County
Technology Services Department**

**Compensation: Salaried
Exemption Status: Exempt
Exemption Type: Administrative Exemption**

Software Administrator

GENERAL NATURE OF WORK

This is a highly skilled position within the Kenton County Technology Services Department charged with the administration, management, and upkeep of software implemented by a wide variety of agencies within Kenton County and other representative agencies. An employee of this class is responsible for the installation, administration, user role management, and updating of many types of software, including working with software vendors to troubleshoot issues, keeping software securely and appropriately updated, requesting and implementing additional features, and comparing software products to determine the best fit for respective agencies' needs. Duties are performed under minimal supervision. Reports to the Technology Services Director.

EXAMPLES OF DUTIES

Installs, maintains, configures and updates all major software deployed throughout the County.

Works with Network and Technology Administrators to identify and troubleshoot software issues related to network or hardware configuration.

Works with various software vendors to administer licensing, troubleshoot issues, request assistance for users, and identify and install necessary upgrades.

Coordinates with end users and software vendors to identify and communicate custom reporting and programming as needed to satisfy user operational needs.

Trains personnel, and others, in the use of new or upgraded software.

Assists in the development of training materials, or adapts training programs secured from other sources, to meet the needs of personnel for software, conference room use, and other technology related functions as needed.

Assists Technology Administrator with administering Voice Over IP phone system, including hands-on support for end users with connectivity issues.

Assists with conference room audio-visual needs, including identifying better solutions, implementing improvements, and drafting instructions for end users.

Utilize department wide ticketing system to manage issue reports, identify trends, and

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communicate with end users.

Other duties as assigned.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Excellent working knowledge of computer systems and applications, beyond basic computer literacy.

Ability to quickly learn new software functionality to a level that enables instructing others in its use and troubleshooting end user problems.

Ability to apply business analysis skills for various agencies and departments; identifying workflows and business requirements needed to compare appropriate custom and packaged software solutions.

Skills in SQL database administration and query writing is a plus. Willingness to train and learn advanced SQL query building as needed.

Significant experience using Microsoft Office suite (2010-2019), including end user support.

Excellent oral and written communications skills; ability to communicate with people at all levels of an organization; ability to prepare oral and written reports and instruction documentation.

Ability to interact well with others; ability to convey subject matter to both individuals and groups; ability to provide clear, concise, and easily understood directions to non-technical personnel. Excellent customer service skills.

Ability to train adult, non-technical personnel in both a classroom and on-the-job setting.

Ability to work under general supervision.

Good working knowledge of safe work practices and the ability to apply them in work day situations.

DESIRABLE TRAINING AND EXPERIENCE

Degree in Information Systems or related field supplemented by one or more years of experience with personal computers and software.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid driver's license.

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PHYSICAL REQUIREMENTS

Must be able to lift forty (40) pounds or more to a height of four (4) feet or more.

Must be able to sit for extended periods of time.

Eye sight must be correctable to 20/20 vision.

Hearing must be within normal acceptable range of 20-25 with or without a hearing aid.

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.

The above Job Description is intended to describe the general content of, and the requirements for, the performance of this job, including the essential functions. The description is not to be construed as an exhaustive, all inclusive statement of job duties, requirements, or responsibilities.

Employee Signature

Date

Supervisor

Date