

Information Technologies Systems Specialist

Title of Immediate Supervisor: Library Director or Director Designee

Accountable For: none

Division: Pioneerland Library System

Department: Administration

FLSA Status: Non-exempt

Pay Grade Assignment: 9

GENERAL DESCRIPTION

The IT Network Administrator is responsible for all aspects of systems administration for the Library System, including networks, applications, databases, servers, hardware, email system, telecommunications network, and staff training. This includes implementation, configuration, coordination, control, maintenance, troubleshooting, security, usage monitoring, and the development of specialized system procedures within the Library System.

DUTIES AND RESPONSIBILITIES

- Manage and maintain all network, security and access devices, switches, LANs, WANs, WLANs, gateway hosts, VPNs, firewalls, and routers
- Performs basic systems security administration functions, including creating customer profiles and accounts.
- Monitors and manages system resources, including CPU usage, disk usage, tape backup systems, and response times to maintain operating efficiency.
- Performs systems backups and recovery procedures.
- Writes or modifies basic scripts to resolve performance problems for all servers.
- Participates in disaster recovery testing.
- Create and maintain accurate records of all maintenance, inventory, audit logs and security measures associated with the company's voice and data networks
- Performs or assists in troubleshooting and diagnosing production problems; corrects identified problems.
- Performs systems administration functions for the Library System e-mail system.
- Maintain network security authentication including application security, event investigations and compliance enforcement.
- Recommends, installs, maintains, and troubleshoots computer software, hardware, and peripheral equipment used by the general public, staff, and other library departments.
- Maintains software including contacting vendor helpdesks, loading patches, and reinstalling of application for personal computers, attached peripherals and networks.
- Provides technical support, problem solving, and assistance to library staff in the areas of the telecommunications system, network, computer hardware, and computer software.
- Recommends and processes purchase, replacement, or removal of equipment based on currency, condition, growth and use, and maintains supply inventory levels and equipment

inventories for the Pioneerland Library System.

- Creates training manuals and provides instruction to library staff for the appropriate and effective use of computer applications and software.
- Assists PLS Administrator in developing policies and procedures for information technology's services and operations and IT equipment specs and standards.
- Represents the library system at regional and state meetings on technology issues and works with outside agencies on various telecommunication issues.
- Manage and support secure Virtual Private Networks (VPNs).
- Keep current with new security and network monitoring technologies.
- Responsible for aspects of programming languages such as PHP, HTML, XML, and Web Server administration using direct coding and other tools.
- Perform other miscellaneous duties as assigned.
- Administer the Help Desk System
- Provides reference and research services to internal customers including responding to informational requests or inquiries, searching for computer software and hardware information, examining print and electronic reference sources for information.
- Serves as needed as back-up for the ILS System Librarian/Coordinator

KNOWLEDGE, SKILLS AND ABILITIES

- Comprehensive knowledge of computer hardware, software, and network systems and the ability to apply acquired knowledge and translate to changing business needs.
- Demonstrated skill in diagnosing and troubleshooting a variety of software and hardware products.
- Ability to evaluate products and services based on service -enhancement and cost-effectiveness.
- Ability to establish and maintain positive working relationships with clients and co-workers.
- Ability to communicate effectively (written and verbal), and be able to adapt communication style to the audience.
- Ability to manage and balance changing priorities and to-easily shift between tasks.
- Strong organizational, procedural, process and practices skills
- Strong organizational skills
- Demonstrable knowledge of and experience with, administering UNIX, LINUX, and Windows systems in particular environment
- Experience in evaluating, installing, and maintaining software packages
- Analytical, communication, and teamwork skills are required
- Strong understanding of networking protocols and concepts
- Possess technical skill-sets covering TCP/IP, Firewalls, DNS, Active Directory, Group Policy, Networking, Web Servers, proxy servers, server hardware, and Windows and Linux servers.
- Experience designing, implementing, and maintaining TCP/IP networks.
- Experience designing, implementing, and maintaining seamless network infrastructure in a (Linux/Windows) environment

- Proficient with Linux
- Familiar with Samba, DHCP, RSA, LDAP, and Apache
- Extensive knowledge of firewalls and VPNs, VLANs, and other network fundamentals
- Outstanding customer service skills
- Capable of maintaining, packaging, and deploying such source software written in HTML, XML, PHP, and Perl.
- Outstanding trouble-shooting/problem management skills
- Outstanding time management skills
- Outstanding communication skills, both written and verbal
- Ability to communicate effectively with all levels
- Highly self-motivated
- Self-starter with the ability to follow and develop processes and procedures

MINMUM QUALIFICATIONS

Associate degree in Network Systems Administration or post-secondary technical schooling in computer operations, (or related field) plus one year of related work experience; or a combination of education, training, and experience necessary to perform the requirements of the work.

CERTIFICATION OR LICENSING REQUIREMENTS (prior to job entry)

None

PHYSICAL REQUIREMENTS

Positions in this class typically require: stooping, standing, reaching, walking, pulling, lifting, grasping, and feeling, talking and seeing.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

WORK ENVIRONMENT

Work environment is an office setting. Travel among libraries is required.

JOB CLASSIFICATION HISTORY:

Prepared by JBZ/JRL 2/11.

Prepared by LO/JMH April 4, 2011

Board Approved April 20, 2011

Pay Grade Revised 1/1/15