

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Network and Systems Administrator**

Dept.: **Information Technology Services**

Job Code Number: **10703**

Reports to: **ITS Operations Manager**

Grade Number: **19, Represented**

Effective Date: **January 2009**

FLSA Status: **Exempt**

General Position Summary:

Manage central catalog computer and information systems, web and e-mail systems, and all centrally served systems hosted on the KCLS network. Manage and monitor Internet and networks for all KCLS branches.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Implement new systems and retire old systems as assigned by the Operations Manager.
2. Perform and monitor system maintenance on a daily basis for problems such as system downtime, bugs and other problems related to the overall computer systems throughout the KCLS.
3. Troubleshoot and monitor the performance of computer and data networks at all KCLS branches and locations.
4. Maintain web and e-mail systems.
5. Troubleshoot user and telecommunications problems.
6. Track security issues related to KCLS computer and web systems such as monitoring security on computer services, maintaining the security of mailing lists and identifying hackers into the KCLS system.
7. Coordinate and monitor vendor relationships and performance on assigned outsourced projects.
8. Document, log, and track projects and maintenance work. Work using standard operating procedures and measure performance vs. key performance indicators. Develop statistical tools and measurement criteria as directed by the Operations Manager.
9. Communicate status and results as assigned by the Operations Manager.
10. Provide customer service via the ITS helpdesk.
11. Consult and advise KCLS staff on a variety of computer implementation issues.
12. Perform preventative hardware and software maintenance and upgrades on a regular basis.

Secondary Duties:

1. Provide backup telephone support service as needed and assigned.
2. Contribute to strategic planning as directed by the Operations Manager.
3. Provide users with general technical support.
4. Other related duties as assigned.

Communication:

Contacts are normally made with KCLS employees and customers, vendors, etc. Contacts are made frequently on the incumbent's own initiative and occasionally at the supervisor's request or are initiated by a third party. The position has a requirement to interact with customers occasionally and communications regularly contain confidential/sensitive information such as passwords, staff e-mail etc, necessitating discretion.

Initiative:

The position develops practices and procedures for the department or facility and is responsible for problem solving across the organization. The position frequently develops new programs/services or concepts and the job involves a high degree of complexity. The incumbent receives a moderate level of supervision. Frequent new and varied work situations are experienced and decisions are made within general organizational policy constraints/guidelines.

Accountability:

The position frequently experiences interruptions and maximum flexibility is required. Refined planning and goal-setting skills are involved and the incumbent plans as part of a group activity. Some strategic planning is involved at the facility/department level. Decisions made by this position have broad/far reaching impact across KCLS and the incumbent's work is occasionally monitored or checked by the supervisor. An error or delay in the incumbent's work may cause libraries to lose access to the catalog database used to check materials in and out, e-mail, Internet and other computer based services. The records maintained by the position include access to all patron records, staff e-mail, system passwords and Internet activities including a high volume of sensitive and confidential material.

Leadership:

The position is responsible for mentoring as a lead and for role modeling and promoting organizational values within own work unit or department.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's degree in Computer Science, Information Technology or a closely related field, or equivalent education and training.
- Two to four years in large centralized work environment in data communications and systems.

Necessary Knowledge, Ability and Skills:

- Thorough knowledge of systems, software and hardware that are part of the KCLS computer systems, e.g.: Integrated Library System software, database, and operating systems, Unix and CISCO equipment, Internet related systems and procedures, and internal and external e-mail and other computer communications systems.

- Thorough knowledge of Knowledge of Unix/Linux, CISCO equipment, and TCP/IP and routing protocols.
- Extensive knowledge of needs and requirements unique to KCLS for service in area of responsibility.
- Considerable knowledge of systems and hardware to upgrade and modernize KCLS programs to improve service to staff and patrons.
- Working knowledge of KCLS staff and organizations involved in computer, Internet and web based systems.

Ability to:

- Effectively analyze ongoing systems in KCLS, respond to staff concerns, resolve problems and suggest improvements.
- Work independently. Document progress, status, and results.
- Read, speak, write and understand the English language.
- Make sound decisions and solve problems based on experience and knowledge of computer systems and programs and other relevant areas.
- Evaluate Web site and Internet operations and revise policies, procedures and structure to improve efficiency, reduce costs and provide better service.
- Clearly and succinctly communicate ideas and thoughts both verbally and in writing.
- Develop and maintain positive relationships with staff, patrons and vendors.
- Work under pressure.

Skill in:

- Managing, designing and maintaining computer bases communication systems as well as Internet and web based programs applicable to the KCLS.
- Assessing situations/problems and logically finding solutions.
- The use of computer software and hardware.
- Negotiating with suppliers and employees.
- Developing and maintaining positive relationships with staff and vendors.
- Multi-tasking and managing several projects at the same time.

SPECIAL REQUIREMENTS

Computer Network Certification.
Washington State Drivers License.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to walk, sit and talk or hear, and to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

WORK ENVIRONMENT

Work is performed in a normal office environment. The position requires substantial overtime, on-call status, constant sitting and extensive PC monitor work.

Advancement Possibilities:
ITS Operations Manager

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: _____
Director of HR

Final: 7/31/01
Revised: 2009-01-22