

Spokane County Library District

CLASSIFICATION: E15

POSITION TITLE: Network Administrator

GENERAL PURPOSE:

Responsible for operation of the District's computer network and Internet connection. Provides technical support to end users. Administers e-mail, VoIP telephone system, web filtering and security appliances and the staff Intranet.

POSITION SUMMARY:

Under the direction of the Information Technology Manager, responsible for the day-to-day operations of the District's network infrastructure. Researches, tests, evaluates, purchases, installs and administers network equipment, network-related software applications, e-mail, telephone and Intranet servers and network security devices. Researches, evaluates, recommends and tests new or upgraded data circuit lines. Assures compatibility with existing hardware and software capabilities and protocols. Provides technical support to end users.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Researches, tests, evaluates and recommends e-mail, Intranet and telephone-system servers and network security equipment. Coordinates with IT staff, vendors or IT consultants to resolve hardware, software and network-related problems including router and firewall configuration, CISCO IOS and hardware; searches venter and Internet data bases to devise usable solutions.

Configures, installs, and maintains routers, switches, and other network devices. Creates and maintains network performance/error logs and configuration documentation.

Monitors network performance, both wired and wireless, and assures system operates within established parameters Recommends changes to optimize network performance to meet District goals.

Administers and maintains the application software for the e-mail, intranet, web filter and telephone system servers. Evaluates, recommends, and installs new or upgraded server-based application software, and assures compatibility with existing hardware and software capabilities and protocols.

Assists help desk in processing work orders and service requests. Provides technical support and trains end users on hardware and software use.

Collaborates with the system and desktop administrators to assure network security and optimum performance, and with the Operations Assistant to assure proper configurations for the telephone system and Intranet.

Collaborates and coordinates with staff in testing and evaluating emerging computer technologies and applications.

Collaborates with the System Administrator to advise the IT Manager and Maintenance Supervisor on server room facilities and power.

Attends work on a regular and dependable basis.

Hears, sees, speaks and listens to individuals to work with staff and customers.

Interacts in a professional and respectful manner with District staff and the public.

OTHER JOB FUNCTIONS: Performs other tasks as assigned.

SELECTION FACTORS:

(Applicants should describe their previous experience and training for each of the following selection factors. These factors will be the basis for selecting the most qualified applicants to be interviewed. Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period and afterwards, for continued employment.)

Knowledge of:

- Current versions of Windows Server software and Active Directory;
- Computer operations in a networked environment;
- Network protocols including TCP/IP, SMTP and CISCO IOS;
- Network equipment, routers, switches and firewalls;
- Network security, Internet, e-mail, and office applications.

Ability to:

- Provide technical assistance to customers with varying degrees of technical expertise and aptitude;
- Set priorities and work collaboratively;
- Communicate effectively both orally and in writing;
- Think critically, problem solve, make independent decisions and exercise sound judgment;
- Establish and maintain effective working relationships with co-workers, vendors and the public;
- Work a flexible schedule including nights, Saturdays and Sundays.
- Physically perform the essential functions of the job.

MINIMUM QUALIFICATIONS:

(Persons applying for a position of this class should have:

Bachelor's degree in computer science or related field with three years current progressively responsible experience in network administration, Windows Network preferred. SharePoint and Exchange experience desirable.

Or five years current, progressively responsible full-time work experience installing, maintaining, and repairing network equipment in a multi-site LAN/WAN environment including three years experience troubleshooting and resolving Windows and CISCO compatible hardware and software application problems. SharePoint and Exchange experience desirable.

Or any equivalent combination of education, training, and experience that assures satisfactory performance of the essential job functions.

Read and use English and understand numbers.

Should be able to successfully pass a background check.

Valid driver's license and normal risk insurability. Must provide own transportation.

TOOLS AND EQUIPMENT USED:

Personal computer and associated software servers, server racks, KVM switches; typical office equipment, computer repair tools.

WORK ENVIRONMENT:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in an office environment while sitting at a desk using a computer or while standing at a counter for extended periods of time. Installing or repairing equipment may require lifting heavy objects and maneuvering in tight spaces. Hearing, speaking to customers, staff and telephone callers; multiple interruptions; and solving problems requiring research and interpretation are illustrative of the mental and physical requirements of the position. Frequent travel to a variety of locations to perform work is required.

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 the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

FLSA Class: Exempt Salary Range: 15
Revised: 10/7/10