

Spokane County Library District

CLASSIFICATION: E16**POSITION TITLE:** System Administrator**GENERAL PURPOSE:**

Responsible for selection and purchase of personal computers, servers, other peripheral equipment, and software applications; meeting District requirements. Configures, installs, maintains, and repairs computer hardware, software, and peripherals. Provides technical support to end users. Troubleshoots hardware, peripheral equipment, or software application problems.

POSITION SUMMARY:

Under the direction of the IT Manager, researches, tests, evaluates, selects and purchases servers, personal computers, other peripheral equipment, and software applications meeting District requirements. Configures, installs, maintains, upgrades, troubleshoots, and repairs computer hardware, software, and peripheral equipment. Evaluates and installs new or upgraded application software, and assures compatibility with existing hardware and software capabilities and protocols. Creates procedures for configuring, installing, and maintaining hardware and software. Designs and maintains security plans and group policies for all servers and desktop computers, including maintaining anti-virus software and other security related software systems. Provides technical support and trains end users on hardware and software use. May coordinate department activities in manager's absence.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Travels to District facilities to install, configure, maintain, upgrade, troubleshoot, and repair all server and desktop computer hardware, software, and peripheral equipment. Creates systems to minimize travel and provide optimal efficiency.

Researches, tests, evaluates, selects, purchases and installs servers, personal computers, and peripheral equipment meeting District requirements. Coordinates with vendors or IT consultants to resolve or debug hardware problems; searches vendor and internet databases to find usable solutions.

Researches, tests, evaluates, recommends for purchase, and installs new or upgraded application software meeting District requirements, and assures compatibility with existing hardware and software capabilities and protocols.

Creates procedures for IT Department for configuring, installing, and maintaining hardware and software including remote maintenance of Microsoft patches and other software updates.

Designs and maintains security plans and group policies for all servers and desktop computers, including maintaining anti-virus software and other security related software systems. Creates and maintains District disk images and assures backup for disaster recovery.

Collaborates with other IT staff to resolve problems with network equipment, data circuits, and related equipment. Resolves computer/network interface problems. Ensures connectivity of all District computers to the District's network. Provides back-up to the Network Administrator as needed.

Trains the IT Operations Assistants to provide troubleshooting and basic hardware and software support; oversees their work in these areas. Processes work orders and service requests. Provides technical support and trains end users on hardware and software use through direct instruction and written procedures.

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

Attends work on a regular and dependable basis.

Hear, see, speak, and listen to individuals in order to work with staff, vendors, 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:

(Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period, and afterwards, for continued employment.)

Knowledge of:

- Operating systems and applications, including disk imaging and back-up software in Windows XP and Windows Server 2003;
- Computer operations in a networked environment with TCP/IP protocols and Windows XP, Server 2003 and Active Directory;
- Network equipment, routers, switches, and hubs;
- Desktop and server security including enterprise anti-virus software and Windows Software Update Service;
- Internet, e-mail, and office applications;
- Basic script writing.

Ability to:

- Provide technical assistance to customers with varying degrees of technical expertise and aptitude;
- Set priorities and work collaboratively;
- Organize and manage complex projects;
- 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.

MINIMUM QUALIFICATIONS:

Persons applying for a position of this class should have:

Five years full-time work experience installing, maintaining, and repairing computers in a network environment including three years experience troubleshooting and resolving Microsoft Windows based hardware and software application problems. MCSE or MCSA preferred. College degree in computer related field may substitute for up to three years experience **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 hardware and software servers, network equipment and computer repair tools; office equipment such as a calculator, telephone, copy machine, and fax machine.

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 or computer terminal for extended periods of time. Frequent travel to a variety of locations to perform work and/or attend meetings is required. Physical exertion is required to lift equipment and supplies.

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 Classification: Exempt Salary Range: E16

Revised/Reclassified: 01/01/08