

S P O K A N E   C O U N T Y   L I B R A R Y   D I S T R I C T

<b>Job Title</b>	Systems Administrator		
<b>Reports to</b>	IT Manager	<b>Supervises</b>	N/A
<b>FLSA/WMWA Status</b>	Eligible for overtime	<b>Remote Work Status</b>	Eligible for remote work
<b>Revision Date</b>	March 2025	<b>Compensation Band</b>	MP4
<b>Working Hours</b>	While the District will make a good faith effort to maintain regular, predictable schedules, employees are expected to be available to work a variety of hours; working hours are subject to change and employees are scheduled according to the needs of the District which may include days, evenings, and weekends.		
<b>Required</b>	Background & driver license check		

<b>Job Overview</b>
Working independently with minimal guidance, this position is responsible for the design, analysis, development, implementation, modification, capacity planning, performance, and ongoing support of District-wide hardware, software, and network systems, such as, network servers, routers, and switches. Responsible for operation of the District's web-based applications.

<b>Qualifications</b>	
The ideal candidate will be able to build relationships at all levels, have five years progressively responsible professional-level experience with IT support, including installation, repair and maintenance of Windows desktop computers or servers, or related IT field as well as experience working in a Windows Network environment and MCSE or Cisco certification. The District may accept an equivalent combination of education and experience in lieu of the above.	
Ability to	Analyze and use reasoning to logically solve problems and contribute to the solution of problems related to District services.
	Communicate effectively with staff and customers
	Establish and maintain successful team relationships
	Exercise interpersonal sensitivity while working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds.
	Follow directions and work quickly and accurately to meet deadlines.
	Interact in a professional and respectful manner with staff and customers, demonstrating positive customer service behaviors
	Interpret, apply, and support system wide policies, procedures and services.
	Maintain confidentiality of customer information
	Model behavior for high levels of service.
	Travel to a variety of locations to perform work and/or attend work-related meetings and trainings.
	Use initiative, problem-solving skills, and sound judgement
Work with and troubleshoot office machines, such as copiers	
Knowledge of	Alphabetic, numeric and/or alphanumeric order
	Dewey Decimal system of classification
	Library services and resources
	Microsoft Office and other software applications
Other	Valid driver license and required insurance when operating a privately-owned vehicle for business purposes.

## Job Duties

*The duties listed are intended only as illustrations of the 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.*

Identifies and implements software and hardware security measures as well as identifies, analyzes, and directs the purchase of new and replacement electronic equipment and software.

Designs and maintains security plans and group policies for all servers, including maintaining District password policies, anti-virus software and other security-related software systems. Collaborates with the Endpoint Administrator for desktop group policy settings.

Researches, tests, evaluates, recommends for purchase, and installs new or upgraded server-related software, network equipment, server, and storage hardware to meet District requirements. Assures compatibility with existing hardware and software capabilities and protocols. Coordinates with vendors and IT consultants to resolve or debug problems; searches vendor and Internet databases to find usable solutions.

Provides technical support in conjunction with District computer systems, networks, and related hardware and software. Provides database and related software application service and support.

Administers and maintains the application software for the e-mail, web filter, backup system and telephone system servers. Evaluates, recommends, and installs new or upgraded server-based application software for these servers and appliances.

Administers public website content in collaboration with the Web Services Team. Contributes to planning discussions and provides technical advice, analytics, and support; develops software criteria to improve web services; reviews and evaluates software products; and may configure software to meet the functional needs of the website. Administers website backend database.

Develops and implements new methods for providing access to the web-based catalog, Integrated Library System (ILS), electronic resources and proprietary databases; evaluates and recommends new technologies and provides technical support for new technology initiatives; works with vendors to identify and resolve authentication problems with electronic databases.

Coordinates with the Finance Director and the Human Resources Director to ensure proper functioning of Business Office and HR software. Coordinates with other District departments to assure required access to Terminal Servers for products such as Schedule 3W and remote access to Symphony.

Creates procedures for configuring, installing, and maintaining server-based application and security software.

Works closely with District personnel at all levels of experience and with vendors, consultants, and users outside of the District.

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

Responds to Helpdesk requests by providing advanced hardware and software support or referring to appropriate IT staff. Provides technical support to end-users.

Enforces the Code of Conduct

Works to resolve internal and external customer issues effectively and with a customer-first mentality; refers to other departments or staff as necessary

In addition, this position may:

- Clean & disinfect individual and common work areas
- Perform seasonal tasks such as shoveling snow and spreading ice melt

Performs other duties as needed or as directed.

## Work Environment

Work is performed in a library environment.

The noise level is usually low.

Work may be performed outdoors and exposure to extreme weather conditions may occur.

**Physical Demands**

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or hand truck.

**Psychological Demands**

Make decisions, learn new tasks, remember processes, maintain focus performing repetitive duties, communicate with customers and other staff, interact with or witness interactions with individuals who may be angry, hostile, experiencing mental and/or physical health issues.