

# 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>	Endpoint Administrator		
<b>Reports to</b>	IT Manager	<b>Supervises</b>	IT Technician
<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>	MP3
<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		

Job Overview
Working independently with general guidance, this position is responsible for desktop and laptop computers and other endpoint devices and peripherals, as well as providing technical support to end-users.

Qualifications	
The ideal candidate will be able to build relationships at all levels, have five years progressively responsible work experience with desktop support, including installation, repair and maintenance of Windows desktops, or related experience as well as experience working in a Windows Network environment. Bachelor's degree in IT related field preferred. 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
	Organize and manage complex projects
	Provide technical assistance to customers having varying levels of technical expertise and aptitude
	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	Active Directory, Group Policy, and other management tools to manage users, groups, applications, and security in a Windows Domain Environment
	Alphabetic, numeric and/or alphanumeric order
	Computer operations and best practices in a networked environment and current versions of Windows
	Desktop security management using enterprise anti-virus software and Windows Software Update Service
	Dewey Decimal system of classification
	Helpdesk Ticket Systems and Inventory Tracking Systems
	Library services and resources
	Microsoft Office and other software applications
	Operating systems and applications, including disk imaging in a Windows Network environment
	Printer management, maintenance, and hardware repair
	Scripting languages appropriate for automating reoccurring tasks
	Troubleshooting methods to solve computer hardware and software problems
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.*

Selects, purchases, and configures desktop and laptop computer hardware, software, and peripheral equipment.

Troubleshoots hardware and software problems. Performs routine software and hardware maintenance.

Directs the installation, maintenance, and repair of desktop and laptop computer hardware, software, and peripheral equipment.

Reviews, tests, programs, debugs, analyzes, and enhances efficiency, stability and scalability of peripheral equipment and resources.

Collaborates with other IT administrators to ensure network security and optimum performance of all endpoint devices.

Collaborates with staff and management to create specific user-interface experiences for both staff- and public-facing computers.

Maintains Helpdesk ticketing, inventory, and purchasing software.

Responds to Helpdesk requests by providing hardware and software support or referring to appropriate IT staff.

Creates procedural documentation for configuring, installing, and maintaining hardware and software using network-based management tools.

Assists in technology-related programming and training initiatives as assigned.

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.

**Supervisory Responsibilities**

*The supervisory responsibilities listed are intended only as illustrative. The omission of specific responsibilities does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

Participate in the hiring process.

Provide constructive feedback and on-time performance evaluations.

Identify training needs and recommend/assign training to meet those needs.

Set priorities and expectations.

Serve as a positive role model, embracing change, in order to motivate and coach staff to grow and further their skills.

**Work Environment**

Work is performed in an office 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. May occasionally be required to push and/or pull objects weighing up to 200 pounds on a wheeled cart.

**Psychological Demands**

Make decisions, supervise staff, 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.