IT Systems Administrator

JOB TITLE: IT Systems Administrator
FLSA STATUS: Non-exempt
GRADE: 41
DEPARTMENT: Technical Services
APPROVED DATE: 01/1998
REVISED DATE: 11/2018, 02/2022

Job Summary

Work with Information Technology Services Managers to design, plan, document, install, configure, maintain and support all Servers, Virtualization Platforms, Active Directory, Exchange, SCCM, Endpoint Protection and Telecommunication systems to support Sno-Isle Libraries' core service of providing access to computers and connectivity.

This position contributes to the Library District's effective operation, providing library services, spaces, and resources that are representative of diverse cultures and perspectives, intentionally inclusive, and accessible to everyone.

We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

1. Design, plan, install, configure, maintain, document and administer the following technologies and their related systems and integrations:

2. All server-based infrastructure including managing the virtualization platform and provisioning the virtual workloads.

3. Microsoft Exchange and email services and systems.

4. Microsoft Domain administration services and systems.

5. Telecommunications and Voicemail services and systems.

6. Data backup systems.

7. This include researching, evaluating and testing emerging threats, trends, tools and capabilities and providing recommendations on what emerging technologies should be assimilated, integrated and introduced within Sno-Isle Libraries to ensure IT capabilities respond to the Library's business strategy.

8. Receive and process requests for support services related to the position's area of responsibility. This includes determining the urgency of service requests for continuity of customer service, suggesting actions to users to overcome technical problems, and diagnosing the issue for assignment to appropriate staff. Work closely with other IT staff as needed to gather information to respond, track and follow-up on requests to ensure that issues are resolved.

9. Develop and manage vendor relationships related to the position's area of responsibility on behalf of Sno-Isle Libraries.

10. Work with IT Managers to develop, enhance and maintain Disaster Recovery, including regular testing of the Sno-Isle IT Disaster Recovery Plan.

11. Work with IT Managers to develop the mission and vision of the Sno-Isle IT System services to foster a service-oriented culture and growth mindset driven by continual service improvement techniques.

12. Assist in the development of the IT Systems services strategy and roadmap, and ensures its integration with the overall Library and IT and strategic plans.

Additional Duties and Responsibilities

1. Provide staff backup in the support of system-wide anti-virus and PC image software.

2. Establish and maintain effective relationships and networks with colleagues locally, regionally and nationally.

3. Participate in a rotating schedule of providing weekend technical support to library staff.

4. Attend appropriate continuing education conferences and classes to maintain a high level of technical competence needed to perform the duties required.

5. Attend meetings, trainings, and workshops as assigned.

6. Assist with special projects as required.

7. Perform other duties as assigned.

Supervision

The position reports to the IT Enterprise Infrastructure and Operations Manager. The position does not supervise the work of others but may be required to lead project teams.

Knowledge, Skills, and Abilities

1. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.

2. Ability to communicate effectively with diverse audiences.

3. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.

4. Strong customer service skills.

5. Ability to communicate computer concepts and terminology with other staff.

6. Ability to plan, prioritize and perform the installation, maintenance and repair of servers and personal computers, associated equipment and software as well as network communications systems within established timeframes.

7. Ability to investigate and diagnose complex problems in a multi-platform environment and to develop effective solutions.

8. Advanced working knowledge of Server Operating Systems, Active Directory, Exchange and the associate supporting hardware.

9. Advanced working knowledge of virtualization software system in a Hyper-converged environment.

10. Advanced working knowledge of Avaya and Audiocodes IP based telecommunications systems, SIP telephone sets and voicemail.

11. Ability to operate relevant computer systems including hardware and software, such as word processing, database, and spreadsheet software, e-mail, and internet navigation in addition to other office equipment and security systems.

Education and Experience

Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:

1. At least five years of experience designing and administering Server platforms or equivalent combination of technical training and related experience required.
2. At least five years of experience designing and administering Avaya IP based telecommunication systems or equivalent combination of technical training and related experience required.
3. Bachelor's degree in computer science preferred.

Physical and Environmental Conditions

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Most of the work is carried out within a generally accessible, safe, indoor environment. While performing the duties of this job, the incumbent is required to operate computers for extended periods of time. The incumbent must be able to operate hand tools, move equipment or materials weighing up to 50 pounds and must be able to set up equipment used in training and demonstration.

The incumbent must regularly communicate with coworkers and members of the public. These contacts and situations are deemed to be generally safe and free of undue stress, but require incumbents to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.

Incumbents may travel to various sites in all kinds of weather and traffic conditions. To accomplish this travel, the incumbent must be able to drive and hold a valid Washington State driver's license or to make independent arrangements for such transportation.