2020

Job Title: SYSTEMS AND WEB SERVICES ADMINISTRATOR
Department: Technology
Pay Range: $52,000 - $75,000 per year
Immediate Supervisor: Director
Positions Supervised: Technology Specialists

Job Responsibilities: Troubleshoot software and hardware problems for the library's network. Plan for, purchase, and install all hardware and software needs of the library. Diagnose technological problems and communicate problems to appropriate staff members. Install software, maintain, and perform repairs on personal computers, printer and other peripherals. Perform systems analysis on an ongoing basis. Work with the library staff, vendors, and patrons in a positive and pleasant manner. Actively participate in and help lead the development of the library network and its infrastructure. Develop and propose solutions to meet the needs of the library. Advise administration on systems needs and concerns. Supervise training of staff, and advise staff of technical projects and software. Keep current with new trends and technologies through conferences, workshops, continuing education programs and professional journals. Supervise systems staff and other department personnel as needed to implement systems changes. Be responsible for all software licensing, network agreements and software contracts. Assist in public service as necessary. Assist in the writing of new technology policies as well as ensuring older ones stay relevant. Stay current on web trends and advise staff and public on safe use. Create and manage new social media accounts. Provide and integrate a social media strategy with existing library services. Create and manage the library's website, intranet, and social media pages. Stay current and advise patrons and staff members on using new technology and digital devices in conjunction with the library's available services.

Qualifications: Bachelor's degree or equivalent education/experience in computer science, or related field. Minimum of two years experience in network administration is required. Ability to read, write and follow oral and written instructions. Broad understanding of basic PC and network administration and maintenance, and web-based technologies required. Working knowledge of Sirsi Dynix Symphony automation software a plus. Experience with public library operations desirable.

Knowledge, Skills and Abilities:
Extensive experience with Windows 2012/2016 Server, Active Directory, Group Policy, DNS, DHCP, Hyper-V, and Office365 is required. Working knowledge of the Internet and Microsoft Office, and a general knowledge of various software packages sufficient for aiding staff and public. Excellent oral and written communication skills, and the ability to communicate with staff, Library Board of Trustees, and computer hardware/software vendors is needed. Must have the ability to work independently and effectively under pressure. Analytical skills are important for troubleshooting and assisting staff with technology problems. A keen interest in exploring and sharing emerging technology and technology trends. Ability to handle the physical aspects of sitting, standing, moving, bending, stretching, and lifting up to 35 lbs.

Illustrative Duty Modules:
95% Technology Duties:
- Provide project management for all IT projects and other projects as needed.
- Administer computer network for library.
- Manage users in a variety of environments, including Office365, Joomla, Slack, Windows Domain, and more
- Maintain, repair, and upgrade all library hardware and software.
- Supervise technology staff and volunteers.
- Plan for, recommend and purchase technology for the library
- Perform systems analysis on an ongoing basis
- Monitor network security

- Be responsible for the organization and administration of all software licensing, network agreements, MSPs, and software contracts.
- Manage, upgrade, and monitor several Joomla based websites and plug-ins.
- Manage and monitor several social media sites (Facebook, Twitter, others as required)
- Manage, troubleshoot and upgrade a variety of software including Envisionare, Deepfreeze, Carbonite, LibCal, Microsoft Office, Microsoft Windows, OpenKiosk, Adobe Creative Suite, others as needed.
- Inform and advise the staff and public on the use of new technology, including emerging trends.
- Manage and monitor network devices such as Firewalls, routers, switches, and NAS.
- Manage the Mitel phone System.
- Perform additional duties as assigned by the Director.
- Manage and update digital signage.
- Coordinate authentication between vendors and the library automation system.
- Track and generate technology statistics.

5% Public Service Duties:
- Represent Way Library in the community with library/technology presentations.
- Advise Patrons on routine technology issues.