MERIDIAN LIBRARY DISTRICT
Systems Administrator

meridian library district

Position Summary

The Systems Administrator is responsible for overseeing the maintenance and security of the Meridian Library District's network equipment and computer systems and provides on-site technical and functional support for all hardware, software, and peripherals. The Systems Administrator monitors and manages current systems usage and proposes updates, upgrades, and systems solutions to meet the needs of the staff and patrons. As part of the Operations Division, the Systems Administrator will also provide support on day-to-day hardware, software, and A/V media issues as necessary. Duties include responding to employee concerns or drafting documents to help employees use computer systems and coordinating with the District Executive Team to evaluate and recommend new technologies that enhance the District's computer and network infrastructure. This position provides service and support to all locations throughout the Meridian Library District.

Duties and Responsibilities

Essential

Responsible for overall maintenance of staff and patron computers at all locations.

Provides guidance to the Assistant Director of Operations in managing network security, backup and disaster recovery based on best practices and in partnership with the third-party network consultants.

Performs network systems administration duties at the direction of the Assistant Director of Operations and recommendation of network consultants in supporting Windows Server configuration, wireless access points, VM environment, data backups, and the physical network.

Oversees Active Directory structure including user management, folder management, permissions access, and resources such as network printing.

Analyze network activity and support networking infrastructure including switches, firewalls, etc.

Installs, configures, and maintains computers and applications based upon computer or software life cycle and staff needs.

The Systems Administrator maintains service ticket logs and may monitor maintenance agreements, warranties and licenses.

Maintains detailed records of equipment inventories, new equipment installation, new sites, and changes to computer configuration.

Documents procedures for installation and use of hardware and software.

Coordinates the disposal, recycling, or sale of retired computer hardware and peripherals as needed.

Marginal

Participates in ongoing professional development by taking technology courses and workshops.

Attends training or outreach activities at District locations or offsite.

To demonstrate our commitment to a culture of inclusivity, collaboration, and professional development, staff participate in committee groups as assigned by the District.

Works on special projects as needed. Evaluates staff, patron, and system needs then recommends and implements new IT solutions in conjunction with District Administration, network consultants, vendors and other Lynx Library Consortium libraries . Assists with budget and statistical information as requested.

Performs other duties as assigned.

Minimum Qualifications

Knowledge, Skills, and Abilities:

Demonstrated commitment to diversity, equity, and inclusion.

This position requires solid knowledge of computer hardware, software, and networking. Three years experience providing basic PC hardware/software support which includes configuring PC's and/or peripherals, installing software, and performing routine file backup operations in a medium to large scale computer or client/server systems, or an equivalent combination of education and/or experience.

Functional knowledge of the principles and practices of PC or network server operation or both; normal preventative maintenance practices for PC's or network servers or both; PC or network server software; installation, maintenance, and operation of computer hardware and software, peripherals, operating systems, and applications software.

Ability to work independently and as part of a team; define and diagnose user issues and inquiries, investigate and identify solutions; install, operate and troubleshoot standard PCs, operating systems, and devices; follow complex instructions both verbal and written; train users and communicate technical information to non-technical staff; maintain current knowledge of new technology; display an attitude of cooperation and work harmoniously with all levels of employees, the general public and other organizations; communicate effectively at a level necessary for efficient job performance; complete assignments in a timely fashion; understand and comply with all rules, policies, and regulations; maintain prompt and regular attendance; and perform all essential and marginal functions as assigned by an authorized employee, supervisor and/or manager with or without a reasonable accommodation. Understands the role of technology in providing library services and is proficient in that technology.

This position requires managing multiple needs and priorities. Must be flexible and willing to adapt styles to effectively meet the needs of others. Provides exemplary customer service and maintains a favorable public image of MLD. Requires excellent interpersonal skills and the ability to communicate effectively and appropriately with people from diverse backgrounds, including youth, families, volunteers, and co-workers. Builds and maintains positive working relationships with individuals at all levels of the organization and fosters positive partnerships with outside organizations.

Experience: 2 years of equivalent work experience in installing technical infrastructure, troubleshooting and managing hardware and system software installs, system analysis, network implementation or equivalent experience.

Education: Bachelor's Degree or equivalent combination of education and experience.

Training, Licenses, or Certifications: Valid driver's license in good standing or the ability to obtain one.

Supervisory Responsibility: The Systems Administrator maintains oversight of vendor and contractor employees to ensure all technology maintenance and network infrastructure work is completed to the satisfaction of the District.

Preferred Qualifications: Bachelor's degree in Computer Science, Computer Information Systems, or Computer Networking or equivalent combination of education and experience. Prior experience in AWS, Azure, and Google Cloud Product. Bilingual, Spanish-English, Russian-English, or other languages.

Working Conditions

Physical Requirements: The job requires the employee to sit (occasionally); frequently stand; frequently stoop/bend, kneel, climb, walk, twist/turn, and square; frequently hear, listen and see; perform manual dexterity movements; and frequently speak clearly. The job also requires the employee to occasionally lift and carry up to 50 lbs; reach at, above, and below shoulder height; grasp objects weighing 10-25 lbs.; push and pull objects weighing 50 lbs.

Mental Requirements: The job requires the employee to read, write, and perform clerical duties, comprehend and use perception, and perform basic math.

Technology, Equipment, and Devices: The job requires the employee to regularly operate and exhibit proficiency with a variety of computers, printers, hardware and software commonly used in library settings including Windows, Mac, iOS, and Android. The job requires the employee to regularly operate and troubleshoot general office equipment as well as other technological equipment and devices such as door monitors, databases, Wi-Fi and network hardware, tablets, laptops, and possibly other consumer technology. This job requires operation of a library passenger vehicle.

Expected Hours of Work: The job requires the employee to work a varied schedule, including daytime, evenings, and weekends (Saturdays and Sundays). This position may occasionally work over 40 hours per week.

Work Environment: The job requires the employee to be subjected to repetition, working alone, working around others, verbal contact with others, face-to-face contact, inside environment, mechanical equipment, and moving objects.

Expected Travel: This position requires limited travel for training, conferences, and community or business events and constant travel between library locations.

Disclaimers: The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed. Management reserves the right to assign or reassign duties and responsibilities to this position at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Meridian Library District is an Equal Opportunity Employer. Hiring and employment practices are done without regard to race, color, religion, national origin, sex, sexual orientation, age, or disability. In addition, preference in employment may be given to veterans who qualify under state and federal laws and regulations.