



## Systems Administrator

Department: **Community Technology** Class Code:

Revised Date: **February 2023** FLSA Status:

### **OVERVIEW**

Systems Administrator manages the Library's technology infrastructure, ensuring the availability and stability of all systems and applications.

### **PRIMARY DUTIES AND RESPONSIBILITIES**

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Maintain essential IT operations, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, and hardware.
- Perform server administration tasks, including user/group administration, security permissions, group policies, print services, research event log warnings and errors, and resource monitoring, ensuring system architecture components work together seamlessly.
- Perform network troubleshooting, administration, engineering, design, and implementation for WAN/LAN/WLAN networks on Cisco equipment.
- Monitor datacenter health using preexisting management tools and respond to hardware issues as they arise; build, test, and maintain new servers as needed.
- Maintain internal infrastructure requirements including laptop and desktop computers, servers, routers, switches, firewalls, printers, phones, security updates; support internet, intranet, LANs, WANs, and network segments.
- Interact with the help desk and other teams to assist in troubleshooting, identify root cause, and provide technical support when needed.
- Perform routine/scheduled audits of the systems, including all backups.
- Take help-desk calls and triage or escalate tickets as necessary.

### **MINIMUM QUALIFICATIONS**

#### **Required Knowledge and Skills**

- Working knowledge of networking systems including Wide-Area and Local-Area Networks and protocols.
- Ability to work efficiently in a team as well as independently and to prioritize tasks or help-tickets based on immediate needs.
- Ability to automate tasks.

- Working knowledge of all Windows-based Operating Systems (2012-2019).
- Working knowledge of VOIP and related QoS.
- Good analytical skills, coupled with excellent written & oral communication skills to explain technical information to system users.
- Hands-on experience and a high comfort level working with all types of hardware including laptops, desktops, tablets, and servers.
- Analytical thinker with the ability to resolve issues quickly and correctly.
- Experience in using Active Directory, Group Policy, WDS, DHCP, and DNS.
- Experience with Azure Active Directory and MS Office 365 administration.
- Experience with Exchange Online and On-Prem hybrid deployments, SMTP Relay and TLS implementation.
- Experience with Windows Active Directory Certificate Services.

#### **Additional Desired and Skills and Experience**

- Understanding of Windows VPN and the ability to manage, maintain, and troubleshoot AlwaysOn VPN Device Tunnels (remotely).
- Experience with or knowledge of programming languages and operating systems; current equipment and technologies, enterprise backup and recovery procedures, system performance-monitoring tools, active directories, virtualization, HTTP traffic, content delivery, and caching
- Experience in project management, application design and integration, and cloud computing (specifically Microsoft Azure)

#### **Preferred Education and Experience**

Bachelor's Degree in Computer Information Technology, Information Systems, or related field, systems administration experience; OR an equivalent combination of education and experience.

#### **Physical Demands / Work Environment**

- Work is performed in a standard office/technology environment and is subject to sitting, standing, walking, bending, reaching, and lifting of objects up to 35 pounds.
- Flexible work schedule including some remote work opportunities.

#### **About Spokane Public Library**

The Spokane Public Library's mission and vision is to be a community of learning and to inspire a thriving city through cultural and educational opportunities. We value education, collaboration, diversity, innovation, the customer experience, and everyday accountability. Since 1894, we have been dedicated to bringing people, information, and ideas together for the continuous growth and success of our community.

We are committed to staff development, recruitment, and promotion that embraces diversity in age, race, color, ethnicity, marital status, gender identity or expression, language, national origin, mental and physical ability, religion, sexual orientation, veteran status, and other characteristics. We are committed to creating a workplace that is welcoming of intersectional identities in all its forms.