IT Systems Administrator
SUPPORT SERVICES

DEFINITION

Position is responsible for managing and maintaining library technologies that support the mission and work of the library system. The IT Systems Administrator will serve as the administrator for the Library’s integrated library system, computer time/print management system, including RFID hardware and software, video security system, as well as maintenance and support of LAN/WAN architecture and network hardware, including firewalls, switches and wireless access points, and other library systems and their related components. Receives supervision from, and reports directly to the Director.

ESSENTIAL FUNCTIONS OF THE JOB

• Oversees the integration of technology and library services.
• Troubleshoots and repairs public and staff computers quickly and efficiently as problems arise, including hardware and software related issues.
• Management and administration of the library’s automation system.
• Recommends and administers library system’s technology plan.
• Coordination of technical support, maintenance and repair for all hardware and software.
• Preparation and administration of an annual technology budget for the library system.
• Selects and works with outside consultants and technology vendors when needed.
• Provides technical guidance and support to library staff.
• Troubleshoots and repairs network related issues, including problems with routers, switches, servers, cabling.
• Makes all IT purchases for all three library branches within the departmental budget.
• Troubleshoots and repairs RFID related issues, both hardware and software problems.
• Makes recommendations for replacement or upgrading of computer equipment and software.
• Maintains all branch firewalls, wireless systems, electronic door access systems, RFID systems, computer reservation and printing systems, printers, photocopiers, scanners, Locker system, security cameras system and phone system.
• Oversees the Chromebook/Hotspot lending program, including annual subscriptions with hotspot vendor.
• Responsible for maintaining domain subscriptions for websites.
• GPLS liaison for all technology related matters.
• Responsibilities may include those related to the operation of the library building.

KNOWLEDGE, SKILLS, ABILITIES

• Strong analytical, and problem solving and troubleshooting skills.
• Ability to anticipate needs and plan for implementation of new technologies.
• Experience with computer hardware and software maintenance.
• Familiarity with library automation and client server environments.
• Experience with Microsoft Office, Windows 10/11, RFID, firewall systems.
• Ability to maintain and resolve issues with firewall system, wireless network, security camera system.
• Ability to communicate technological issues to individuals with varying degrees of technical knowledge.
• Ability to work varying hours, including weekends and nights if necessary.
• Ability to work on a ladder at 10 foot plus heights.
QUALIFICATIONS

• High School graduate, college degree preferred.
• Degree or certification in computer systems management.
• Minimum 5 years’ experience working with firewalls, RFID, Windows computers, network cabling, switches, security camera systems, network operations, electronic door systems.

BASIC REQUIREMENTS

All positions require skills relative to educational level, aptitudes, experience, and training in specific areas. These items are delineated clearly on the appropriate job description. Requirements for each library position are determined largely by the qualifications cited in the job descriptions. Certain criteria must be met by all employees of the library system regardless of position.

These include:

- Strength, for example, to push loaded book cart on level floor and up ramp to lift or maneuver onto cart loads up to 30 pounds to carry cartons of books up and down stairs.
- Ability to bend, stoop and lift for prolonged periods in cramped spaces.
- Ability to operate a computer and learn software programs.
- Oral and written communication skills.