

IT Coordinator - Network

DEPARTMENT:	Information Technology
GRADE:	66
CLASS CODE:	ITNET
FLSA STATUS:	Exempt
UNION STATUS:	Not Represented
REVISED DATE:	June 25, 2019

Summary:

Under limited supervision, administers the Timberland Regional Library District's network, including monitoring performance and security. This includes routers, switches, domain name services, malware and content filtering, voice and unified communications, and email services.

Reporting Relationships and Team Work:

Reports to the IT Director and as part of a service-oriented team. May provide direction to IT staff.

Essential Duties and Responsibilities:

Class specifications are intended to provide a descriptive list illustrative of the range of duties performed by employees in the class. 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.

1. Performs analysis, system design, acquisition, installation, maintenance, and troubleshooting in relation to the District's network infrastructure equipment and telecommunications hardware and software.
2. Ensures the effective operation, performance, and security of the technology network. Interfaces with network vendors, LAN administrators, and network technicians to integrate network functions.
3. Evaluates challenges, issues, and expectations of library staff and patrons regarding the District's library system network and the Internet. Develops, documents, and implements policies and procedures relating to telecommunications systems and network security.
4. Designs network service offerings for library staff and patrons including wireless networking; ensures implementation activities have minimal impact on library operations. Coordinates telephone and onsite technical support to staff and patrons for hardware, software, and network issues.

5. Selects network technology and hardware including routers, switches, firewalls, proxy servers, and security/virus filters necessary to support the continued growth and health of the District's technology systems. Develops and maintains the IT Network Continuity and Disaster Recovery Plan, including annual security testing.
6. Provides lead technical support to monitor equipment/devices for optimum functioning and compliance with current codes and configurations. Performs ongoing maintenance and software upgrades in relation to the District's email system and Domain Name Service.
7. Plans and monitors the growth, performance, and accessibility of the library system's network connections between branch locations and high-speed connection to the Internet. Monitors the storage requirements for all system email accounts; creates and maintains email user accounts and mailing lists. Compiles data and prepares statistical reports in relation to the usage of library system network resources.
8. Responds to, investigates, and evaluates current internet security threats. Applies network security techniques to eliminate potential threats to the District's library system. Utilizes internet firewalls, router access-control filters, virus scanning, and content filtering proxy servers to minimize/eliminate potential threats to the District's library system.
9. Conducts routine and automated backup procedures and regular updates to virus protection and SPAM filtering codes.
10. Participates on local and district-wide committee and performs other duties as assigned or required.

Core Skills and Qualities:

Employees are expected to demonstrate the following qualities at all times:

1. Establish and maintain effective working relationships with internal staff, outside organizations, and the general public.
2. Positively reflect TRL's mission, vision, and values to the staff and public.
3. Effective organizational and time management skills, including the ability to multitask, manage multiple projects at the same time and adapt to changing priorities to meet demands of the department.
4. Communicate effectively verbally and in writing.
5. Demonstrate quality customer service.
6. Exhibit reliability and dependability. Demonstrate punctuality and regular and consistent attendance.
7. Demonstrate a positive attitude and flexibility.
8. Work well with others, show respect, contribute to the team.

Required Knowledge, Skills, and Abilities:

Employees are expected to perform or possess the following:

1. English grammar, punctuation and spelling including strong proofreading skills.
2. Standards for maintaining departmental records and databases.
3. Skill in data gathering and information compilation for statistical reporting.
4. Ability to work independently and innovatively in a variety of situations.
5. Ability to maintain financial and statistical records; and to circulate instructional information according to established procedures.

Technology Requirements:

- Principles and practices of computer science.
- Network systems administration processes and procedures.
- Computer and telecommunications operating systems.
- Library systems, databases, and networking software.
- Network administration tools and scripting languages.
- Computer security tools and virus filters.
- Email systems and wireless networking.
- Performing and coordinating a variety of network administration functions for a large library system.
- Ensuring the effective operation, accessibility, and security of technology networks.
- Designing/installing servers, networks, and computer/telecommunications hardware and software.
- Conducting network maintenance and troubleshooting technology issues.
- Responding to, investigating, and resolving internet security threats.
- Gathering data and preparing statistical reports.

Education and Experience:

Bachelor's Degree in Computer Science, and four years network administration experience; OR an equivalent combination of education and experience.

Licenses, Certifications, and Special Requirements:

1. Must have a valid Washington State Driver's License and an acceptable driving records, OR must be able to provide own transportation to and from the job, meetings and related job sites.
2. Cisco Networking Certification is desired.
3. Must pass and maintain a criminal background check.

4. The ability to work evenings and weekends and to adapt to schedule changes on short notice.

Physical and Environmental Conditions:

- Work is performed in a busy, service-oriented office with frequent interruptions and under the stress of continual pressure to meet deadlines and handle competing priorities.
- Subject to sitting, standing, walking, bending, reaching, and lifting of objects up to 40 pounds; depending on area of assignment, may be required to lift objects up to 50 pounds.
- Dexterity of hands and fingers to operate a computer keyboard and other technology equipment.
- Occasional travel is required to attend meetings at other sites and locations, or to participate in work-related assignments.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions with this job.

This and all TRL positions are subject to transfer, based on library need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. Timberland Regional Library is also an Equal Opportunity Employer.