

## IT Coordinator - Systems

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

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### Summary:

Under limited supervision, administers network systems and hardware for the Timberland Regional Library District. Coordinates configuration, operation, and maintenance of systems hardware, software, and other related infrastructure in a Windows desktop/server environment.

### 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. Evaluates, purchases, configures, installs, maintains, administers, and troubleshoots computers, laptops, servers, and other computer related peripherals.
2. Maintains and administers the Active Directory Domain environment to include DNS, DHCP, user and computer accounts, file and printer sharing, file permissions, domain controllers, file storage and application servers. Administers and maintains file and data storage, security and distribution groups, and DNS/DHCP; develops Active Directory Domain procedures and staff instructions.
3. Performs daily system/data server backups; manages, retains, and rotates backup files. Performs Automated System Recovery (ASR) backups for mission critical servers. Manages, retains, and rotates backup files; performs Automated System Recovery (ASR) backups of mission critical servers.
4. Creates, tests, deploys, and upgrades software packages distributed to District workstations, laptops, and servers.

5. Installs, updates, and monitors virus protection software; ensures all workstations, laptops, and servers receive the latest virus protection updates and patches; develops procedures and instructions to update virus definition files system.
6. Creates, maintains, and updates computer operating system configurations, software applications and security for staff and patrons.
7. Evaluates, tests, and installs patches and service packs for operating.
8. Provides telephone and onsite technical support for hardware and software issues. Resolves hardware and software issues and serves as liaison with vendors for warranty replacements and technical support.
9. 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. Principles and practices of computer science.
2. Establishing and maintaining effective working relationships with other library and department staff, vendors, and customers.
3. Standards for maintaining departmental records and databases.
4. Skill in data gathering and information compilation for statistical reporting.
5. Ability to work independently and innovatively in a variety of situations.
6. Ability to maintain financial and statistical records; and to circulate instructional information according to established procedures.

## **Technology Requirements:**

- Systems administration processes and procedures.
- Library computer systems, databases, and networks.
- Various software applications common to library systems
- Methods for installing and maintaining PC's, printers and other computer equipment.
- Methods for troubleshooting technical hardware and software issues.
- Computer virus protection and security tools.
- Coordinating and performing a variety of systems administration functions for a large library system.
- Ensuring the effective operation, backup, and security of library computer systems.
- Installing, maintaining, and administering computers, servers, and related peripherals.
- Troubleshooting hardware, software, and networking issues.
- Providing onsite and telephone technical support in relation to computer systems, hardware and software.
- Repairing PC's, printers and scanners.
- Establishing and maintaining effective working relationships with library and department staff, vendors, and patrons.
- Writing documentation on systems and procedures.

## **Education and Experience:**

Bachelor's Degree in Information Technology, and four years systems 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. Must pass and maintain a criminal background check.
3. 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 65 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.

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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.