



Network Coordinator

DEPARTMENT: Information Technology

GRADE: 66

CLASS CODE: ITNET

FLSA STATUS: Exempt

UNION STATUS: Not Represented

REVISED DATE: February 2021

Summary:

The Network Coordinator administers Timberland Regional Library District's network, to include monitoring performance, security, routers, switches, domain name services, malware, and content filtering services under limited supervision. In addition, incumbents this position manage centrally served systems hosted in the data center, and oversee network and email systems for all TRL locations. Duties include but are not limited to data and account management, backup and recovery, training, server support, account management, project management and vendor relations.

Reporting Relationships and Team Work:

Reports to the IT Director and works as a member of a highly collaborative, 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. Design, acquire, deploy, and maintain LANs, WANs, and WLANs, including network cables, fiber connections, servers, routers, switches, wireless controllers, wireless access points, UPSs, and other hardware for all TRL branches, service points, and administrative service center.
2. Ensures the effective operation, performance, and security of the network. Interfaces with vendors as needed. Develops and maintains the IT Network Continuity and Disaster Recovery Plan, including annual security testing.
3. Provides technical support, responds to trouble tickets from staff, analyzes and solves reported network problems. 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 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.
6. Provide lead technical support to monitor and maximize network performance, diagnose and isolate network problems and outages, and upgrade network hardware and software components as required.
7. Plans and monitors the growth, performance, and accessibility of the library system's network connections between branch locations and high-speed Internet connection. 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. Assists with annual budget preparation by providing estimates for needs and resources. Works closely with E-Rate consultant to plan, provide documentation, and manage E-Rate eligible RFPs and purchasing. Reviews network and data line service billings. Assures that invoices are accurate and paid on time. Identifies and resolves payment issues. Contributes to strategic planning as directed by the IT Director.
10. Manage TRL-owned domain names and SSL certificates.
11. 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.

Required Knowledge, Skills, and Abilities:

Employees are expected to perform or possess the following:

1. Principles and practices of computer science.
2. Network systems administration processes and procedures.
3. Computer and telecommunications operating systems.
4. Library systems, databases, and networking software.
5. Network administration tools and scripting languages.
6. Computer security tools and virus filters. Experience with configuring and managing firewalls.
7. Email systems and wireless networking.
8. Performing and coordinating a variety of network administration functions for a large library system.
9. Ensuring the effective operation, accessibility, and security of technology networks.
10. Skill in prioritizing and managing projects.
11. Skill in working with a diversity of individuals.
12. Ability to communicate effectively and work as a member of a service-oriented team.

Technology Requirements:

- Working technical knowledge of current network hardware, protocols, and Internet standards, including routers, switches (layer 2/3), firewalls, remote access, DNS, DHCP, BGP, OSPF, EIGRP, VLAN, VOIP, QoS, MPLS, ACL's and Metro Ethernet.
- Microsoft Office 365 administration including Exchange Online and on-premises Exchange server management tools.
- Network Firewall Admin and security: Palo Alto, Cisco ACL Management, Cisco ASA, and Cisco ASA Firepower firewalls, VPN
- Skills in Cyber Penetration Testing, IOT security, network security, identity and access management.
- Hands-on experience with monitoring, network diagnostic and network analytics tools, such as Wireshark
- Wireless Administration: Includes Cisco WLC

Education and Experience:

Bachelor's Degree in Computer Science, and five years' network administration experience with a minimum 2-years' experience in network configuration and administration using Microsoft and Cisco technologies; OR an equivalent combination of education and experience.

Licenses, Certifications, and Special Requirements:

- 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.
- Must pass and maintain a criminal background check.
- The ability to work evenings and weekends and to adapt to schedule changes on short notice.
- Infrastructure Certification (e.g. Microsoft, Cisco) preferred.
- Associate level Cisco Certification CCNA or above preferred.

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.
- Occasional travel is required to attend meetings at other sites and locations, or to participate in work-related assignments.
- Availability to work off hours or weekends as needed to alleviate network disruptions during business hours.

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.