

The job description below is not intended to describe, in detail, the multitude of tasks that may be assigned, but rather to give the employee a general sense of the responsibilities and expectations of this position. Bucks County Free Library reserves the right to modify this job description at any time with or without notice.



**Bucks County Free Library
Job Description**

Job Title: Network Administrator
Job Level: Level 5a
Work Unit: Information Technology
Reports To: Information Technology Manager
Date: November 2017
Approved By: Chief Executive Officer

POSITION SUMMARY: Installs, configures, and performs routine maintenance or standard repairs to library network components. Uses network management software to manage network domain and active directory servers. Backs up network data. Troubleshoots network or connectivity problems. Installs new hardware or software systems or components, ensuring integration with existing networked systems. Sets up and maintains network security. Configures security settings and access permissions for groups or individuals. Manages telecommunications, including switches, wiring, phone sets, and software. Installs and configures wireless networking equipment. Works an on-off schedule with the IT Manager and serves as the in-charge person when the IT Manager is unavailable. Assists with Help Desk work orders as needed. Required to be on call during off hours as needed or as scheduled. This is an FLSA non-exempt position.

EDUCATION AND EXPERIENCE:

- Bachelor's degree in technology or related field preferred
- Requires an associate's degree in technology or related field or equivalent certification, such as MCSA/MCSE, CCNA, CCDA, and CCNA Security
- At least three years of related experience
- Current driver's license, insurance, and own transportation or ability to travel throughout Bucks County

SCOPE OF RESPONSIBILITY:

Staffing Responsibility – May guide the work of other staff or volunteers.

Supervision Received – Position functions under general direction of a supervisor or manager and uses a wide range of procedures to meet job responsibilities. Situations are rarely referred to a supervisor unless a change to policy or procedure is involved.

Customer Satisfaction and Service – Understands and communicates complex information, resolves complex problems, including some accountability for ensuring customer satisfaction within assigned areas.

Decision Making Impact – Productivity or actions affect a number of work groups, an entire function or large department, or numerous customers.

Communication – Interaction requires moderate tact and cooperation, such as scheduling or coordinating multiple priorities and responding to questions which require some research to provide the correct answer. Level of contact is primarily with library users, co-workers, colleagues, administrators and department heads, or community representatives.

Complexity – Work is diversified and moderately complicated, requiring judgment to select options and in applying established practices and procedures. Involves regularly making choices about how to address problems.

Budget Responsibility – Has no responsibility for a budget.

REPRESENTATIVE ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Installs, configures, and performs routine maintenance or standard repairs to library network components, including hardware and software, switches, routers, wireless access points, and related servers.
- Uses network management software to manage network domain and active directory servers. Backs up network data.
- Analyzes network data to determine network usage, disk space availability, or server function. Monitors performance and use of bandwidth resources and adjustments as required. Troubleshoots network or connectivity problems. Tests repaired items to ensure proper operation.
- Configures and defines parameters for installation and testing of local area network, wide area network, hubs, routers, switches, controllers, multiplexers, or related networking equipment.
- Installs new hardware or software systems or components, ensuring integration with existing networked systems.
- Uses diagnostic testing software and equipment to test equipment and procedures and identify the causes of networking problems.
- Installs and repairs network cables.
- Sets up and maintains network security. Configures security settings and access permissions for groups or individuals. Ensures access compliance and reports breaches. Tests and mitigates security threats to internal and external networks. Investigates computer crimes, threats, and incidents. Works with law enforcement as needed.

- Manages telecommunications, including switches, wiring, phone sets, and software.
- Installs and configures wireless networking equipment.
- Maintains logs of network activity and runs monthly network reports.
- Documents network support activities. Documents help desk requests and resolutions.
- Develops and updates technical documentation for network installations or changes to existing installations.
- Trains users in procedures related to network applications software or related systems. Creates or revises user instructions, procedures, or manuals.
- Monitors industry websites or publications for information about patches, releases, viruses, or potential problem identification.
- Researches hardware or software products to meet technical networking or security needs.
- Manages vendor relationships, services, licenses, and contracts related to network infrastructure and telecommunications.
- Assists with Help Desk work orders as needed.
- Works closely with the direct supervisor and library employees to ensure that priorities and deadlines are met within the framework of the library's strategic plan goals, standards, policies, procedures, and guidelines.
- Develops and maintains constructive and cooperative working relationships with senior management, co-workers, subordinates, community members, and outside groups.
- Coordinates projects and activities with managers, directors, and library employees.
- Attends and participates in meetings and training sessions. Engages in professional development activities, such as taking continuing education classes and attending or participating in conferences, workshops, professional meetings, and associations.
- Participates as a member of internal committees or project teams.
- Participates in planning for library services. Makes recommendations to management for operational improvements and procedural changes.
- Assumes other duties and projects as assigned.

REPRESENTATIVE KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.
- Active learning skills. Ability to understand the implications of new information for both current and future problem solving and decision-making.
- Complex problem solving skills. Ability to identify complex problems and review related information to develop and evaluate options and implement solutions.
- Knowledge of how to evaluate the effectiveness of network efforts relative to public library system operations.
- Knowledge of standard practices for providing customer service, including needs assessment, meeting quality standards, and evaluating customer satisfaction.
- Knowledge of personal computer hardware and software.
- Coordination skills. Ability to adjust actions as needed in relation to changing conditions.

- Judgment and decision making skills. Ability to consider and anticipate the relative costs, benefits, and possible consequences of an action.
- Active listening skills, such as giving full attention to what others are saying, taking time to understand key points, asking questions, and listening without unnecessary interruption.
- Project planning and management skills. Ability to accomplish goals as a leader and member of a team.
- Ability to apply critical thinking skills such as logic and inductive or deductive reasoning to analyze problems, identify alternative solutions, and implement plans in support of goals.
- Equipment selection. Ability to identify the kinds of tools and equipment needed to do a job.
- Ability to communicate information and ideas in writing and speaking in English so that others with differing knowledge, skills, abilities, education, and experience will understand.
- Ability to read, listen to, and understand complex information in English.
- Finger dexterity, such as the ability to make precise finger movements using one or both hands to grasp, manipulate, or assemble very small objects.
- Manual dexterity, such as the ability to move the hand quickly, the hand and arm, or two hands to grasp, manipulate, or assemble objects.
- Near vision, such as the ability to see details at close range within a few feet of the observer.

Technology:

- Internet directory service software, such as Microsoft Active Directory; Microsoft Exchange; DNS; DHCP
- Desktop imaging software; Clonezilla; Microsoft Deployment Services
- Desktop communications software, such as Net Support; Remote Desktop
- Help Desk/Call Center software, such as Net Support; Spiceworks
- Firewalls, such as Watchguard; Cisco
- Switch configurations, such as Cisco
- VOIP, such as Avaya
- Anti-Virus management, such as Microsoft Security Essentials; Sophos; Cylance
- Windows update management, such as WSUS; Desktop Central
- Wireless access points and controllers, such as Meraki
- Security and filtering software, such as Checkpoint; Websense; Dan's Guardian
- Print management software, such as Envisionware
- Virtualized desktops, such as XenDesktop; VSphere; Hyper-v
- Intranet management software, such as Sharepoint
- Electronic mail software, such as Microsoft Outlook; Gmail
- Internet browser software, such as Chrome; Internet Explorer; Edge; Firefox
- Office suite software, such as Microsoft Office; Open Office; Google Docs
- Word processing software, such as Microsoft Word; Open Office; Google Docs
- Presentation software, such as Microsoft PowerPoint; Open Office; Prezi
- Spreadsheet software, such as Microsoft Excel; Open Office; Google Docs

Disclaimer: Representative equipment list may change at any time

COMPETENCIES

Job Knowledge and Skills: Possesses and applies the required functional and technical knowledge and skills to successfully accomplish work and meet goals in all job areas and work unit functions.

Problem Solving and Decision Making: Recognizes or anticipates problems and uses experience, knowledge, and analysis to brainstorm and implement effective solutions. Exercises good judgment and makes effective, timely decisions, even when information is limited or solutions may involve unpleasant consequences.

Delegating, Training, and Appraising Work: Communicates expectations, monitors performance, and provides timely feedback. Consistently keeps records of all coaching and counseling sessions. Makes sure employees are assigned work that uses their time and talent effectively. Develops employees so they can fulfill current and future job responsibilities.

Planning and Project Management: Develops and implements strategies to produce quality work within the parameters of existing resources and constraints. Develops and implements effective project plans and timelines. Functions well as a team leader or member.

Communication: Expresses facts and ideas in a clear, convincing, organized, and timely way. Keeps others informed. Stays informed. Listens well.

Customer Service: Meets and anticipates customer needs. Maintains uncluttered, welcoming spaces.

PHYSICAL DEMANDS

Amount of on-the-job time spent on the following physical activities. Definitions below indicate the frequency of occurrence.

None – The person does not perform this activity.

Occasionally – The person does the activity up to 33% of the time.

Frequently – The person does the activity 34% to 66% of the time.

Continuously – The person does the activity 67% to 100% of the time.

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive Hand Motion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching/Working Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing or balancing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stooping, kneeling, crouching or crawling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Does this job require that weight be lifted or force be exerted? Yes No

If so, how much and how often? Check the appropriate boxes below.

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Up to 10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 25 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 lbs. (force exerted)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 lbs. (force exerted)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>