BCFL
**Bucks County
Free Library**

**Bucks County Free Library
Job Description**

Job Title: Network Administrator
Job Level: Level 5
Work Unit: Information Technology
Reports To: Information Technology Director
Date: July 2025
Approved By: Chief Executive Officer

POSITION SUMMARY: Assists with managing the daily operations of the IT department of a federated 18-member library system. Works with the direct supervisor and staff to meet target goals within the framework of the library's strategic plan and priorities. In collaboration with the IT Director, manages operations and makes decisions based on established library standards, policies, procedures, and guidelines.

Responsible for installing, securing, maintaining and troubleshooting the networks and systems that keep our organization running. Works an on-off schedule with the IT Director and serves as the in-charge person when the IT Director is unavailable. Assists with Help Desk work orders as needed. This is an FLSA exempt position.

Required to be on call as needed.

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 CCNA, CISSP, CCNP, CCIE, Azure Network Engineer Associate.
- At least three years of related experience.
- Must have current driver's license, insurance, and own transportation or ability to travel among many library sites.
- Applicant must provide on date of hire at own expense the following three required clearances: PA State Police Criminal Record Check; PA Child Abuse History Clearance; and FBI fingerprint-based background check.

SCOPE OF RESPONSIBILITY:

Supervisory 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 Type– 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.

Communication Level - 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, firewalls, 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, network and phone edge devices, 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 work with support vendors to 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.
- Facilitates 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, switching, control, and operation of telecommunications systems.
- Knowledge of internet directory service software, such as Microsoft Active Directory; Microsoft Exchange; DNS; DHCP
- 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.
- Knowledge of desktop imaging software; Microsoft Deployment Services
- Knowledge of virtualized desktops, such as XenDesktop; VSphere; Hyper-v
- Knowledge of circuit testers, tone generators, network diagnostic tools, punch down tools
- 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 and mobile 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.

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.

Activity	None	Occasionally	Frequently	Continuously
Standing	☐	☐	☒	☐
Walking	☐	☐	☒	☐
Sitting	☐	☐	☒	☐
Repetitive Hand Motion	☐	☐	☒	☐
Reaching/Working Overhead	☐	☒	☐	☐
Climbing or balancing	☐	☒	☐	☐
Stooping, kneeling, crouching or crawling	☐	☒	☐	☐

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.

Activity	None	Occasionally	Frequently	Continuously
Up to 10 lbs.	☐	☐	☒	☐
Up to 25 lbs.	☐	☒	☐	☐
Up to 50 lbs.	☐	☒	☐	☐
Up to 100 lbs. (force exerted)	☐	☒	☐	☐
More than 100 lbs. (force exerted)	☐	☒	☐	☐

SIGNATURE

I have read and have been given an opportunity to ask questions regarding this job description.

I also understand that this job description does not constitute an implied or expressed contract for employment with Bucks County Free Library. I understand that this job description does not contain all of the responsibilities that I may be asked to carry out while employed with Bucks County Free Library and that I will perform other duties that are assigned to me to the best of my abilities.

I agree to accept the responsibilities and duties as outlined.

_____   _____
Employee Signature   Date