



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title:	Information Technology Systems Administrator	Position Code:	1167-118
Reports To:	Chief Technology Officer	Classification:	Exempt
Division:	Information Technology	Date:	03/2024

JOB SUMMARY:

Under general direction, manages the library's Office 365 tenant, performs system backups and restores data when needed; executes back-end web functions including web server upkeep, domain and Domain Name System (DNS) management, and Secure Sockets Layer (SSL) certificate management.

ESSENTIAL JOB FUNCTIONS:

- Manages the library's Office 365 tenant including: creation of Office 365 accounts, management of SSO integrations, Office 365 security groups, collaboration groups, and distribution groups.
- Develops processes for automating creation of Office 365 accounts, updating accounts to account for job title or department changes, and offboarding of employees using PowerShell, MySQL, and a web form for entering changes into MySQL.
- Develops and maintains the library Employee Directory.
- Manages content filter rules and settings to ensure the web content filter complies with state laws and CIPA requirements for e-rate eligibility. Reviews requests submitted by users to review sites for possible reclassification in cases where allowable sites are incorrectly categorized, and blocks sites as needed.
- Conducts research on new products & technologies to keep the system up to date on technologies as well as to ensure appropriate use of funding.
- Creates and maintains tutorials for doing common tasks in Office 365 for library employees.
- Manages account updates to reflect job transfers and employee terminations to keep the userbase current.
- Manages DNS zones for each library-owned top-level domain.
- Manages internal DNS zones for some library-owned top-level domains.
- Manages the wildcard subdomain SSL certificate for use with various servers for the library. Ensures renewal of the certificate annually prior to expiration.
- Maintains and supports the web server that hosts the library's Intranet. Monitors the Intranet to ensure it is operational. Troubleshoots and resolves issues with the server.
- Manages Office 365 backups to protect mailboxes, OneDrive, and department SharePoint file libraries from data loss. Works with vendor to manage the virtual and physical server backups.
- Maintains documentation on procedures for creating, modifying, and removing accounts.
- Maintains documentation on procedures for creating Office 365 groups and membership criteria of various groups.
- Works with the Help Desk team to ensure they have the tools to provide basic troubleshooting for Office 365 issues.
- Reviews and recommends annual Cyber Security training to educate staff on common security risks in collaboration with the Learning and Development department.
- Assists Information Technology (IT) management with systemwide IT budgets and purchasing of IT equipment and supplies.
- Plans and enters the annual systemwide and IT budget and monitors ongoing expenses.
- Obtains price quotes and prepares Request to Order (RTO) for purchase of computer equipment, software, computer forms, and supplies. Prepares Request to Order (RTO) for monthly recurring bills paid from IT-managed budget accounts.
- Maintains accurate records of all IT equipment inventory valued over \$1,000.
- Provides expert professional assistance and guidance to library management on technology strategy, long-term technology initiatives and uses of technology to solve operational needs and problems.
- Responsible for keeping all library-owned top-level domains renewed and in good standing.
- Provides excellent customer service.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- Maintains and upgrades professional knowledge, skills, and development by attending seminars and training programs and reading trade and professional journals and publications.

- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library customers' records, and the Code of Professional Ethics.
- Performs other related duties as assigned.

FREQUENCY OF TRAVEL REQUIREMENTS:

- Frequent travel to other library locations.
- Occasional travel within the state or nationally for appropriate professional development and networking.

INTERACTION:

- Interaction with all levels of staff, vendors, and contractors.

MATERIAL AND EQUIPMENT USED:

- Computer(s)/Printer(s)
- Extended Hard Drive
- General Office Equipment
- Servers
- Shredder

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- Associate's degree or equivalent from an accredited two-year college or technical school; and
- Four or more years of Microsoft product administration; and
- Two or more years of experience with PowerShell scripting; and
- Two or more years of experience with MySQL and PHP; or
- Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

- None

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Microsoft 365 Fundamentals Certification

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Office 365 administration, including but not limited to Azure Active Directory, Exchange Online, SharePoint Online, Microsoft Teams, and OneDrive for Business.
- Disaster recovery concepts.
- PowerShell for managing Office 365 and Veeam.
- Windows web server technologies including IIS, MySQL, and PHP.
- Linux web server technologies including Apache, MySQL, and PHP.
- Cloud-based virtual private server providers such as Digital Ocean, Linode, or AWS
- DNS, both internally in Active Directory and externally on managed DNS services such as Cloudflare.
- Web content filtering technologies including proxy servers and DNS-based filtering solutions.
- Recordkeeping, report preparation, filing methods and records management techniques.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Standard business arithmetic, including percentages and decimals.
- Administrative principles and practices, including goal setting and program budget development and implementation.
- All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

- Using tact, discretion, initiative, and independent judgment within established guidelines.
- Analyzing and resolving various technical and administrative situations and problems.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Using critical thinking, logic, and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Searching online resources to locate solutions to problems that are not readily available.
- Preparing clear and concise reports, correspondence, and other written materials.

Mental and Physical Abilities:

- Ability to interpret a variety of instructions in written, oral, diagram or schedule form.
- Ability to manage time effectively.
- Ability to work independently.
- Ability to travel to various locations and to access reliable transportation to do so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, handle or feel, reach, climb or balance, speak and hear; and lift and/or move up to 25 pounds.
- While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 50 pounds.

SUPERVISORY RESPONSIBILITY:

- This position has no supervisory responsibilities.

WORK ENVIRONMENT:

- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.
- While performing the essential functions of this position the employee is occasionally exposed to risk of electrical shock, and work near moving mechanical parts.
- Working time requires on-call status and may require irregular hours and/or shift times.
- This position is eligible for Core and Emergency telework.

SUMMARY STATEMENT:

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.