METROPOLITAN LIBRARY SYSTEM
Job Description

Job Title: **Network Administrator**	**Position Code.:** **1182-118**
Reports To: **Chief Technology Officer**	**Classification:** **Exempt**
Division: **Information Technology**	**Safety-Sensitive:** **Yes**
	Date: **12/2024**

JOB SUMMARY:

Under administrative direction, provides high level technical support and maintenance on all networking equipment; manages outside-hours upgrades and coordinates installations with vendors. Assists with Information Technology (IT) department assignments and special projects.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

- Serves as voice and data network administrator, adds and maintains configurations for routers and switches. Upgrades equipment operating system as needed.
- Manages wireless network including Wireless Control system (WCS) and Wireless LAN Controller (WLC) servers along with access points to maintain network security and up-to-date wireless equipment for staff and customer use.
- Manages Cisco Voice over Internet Protocol (VoIP) telephone system including Call Manager and Unity Voice mail system. Configures phones, lines, features, and makes changes to same. Monitors and installs system hardware and software upgrades and fixes; manages audio and video conferencing equipment and configuration.
- Manages IP-Based physical security equipment and software in collaboration with IT Operations Manager. Consults with Security Manager on surveillance installations and upgrades at libraries and obtains pricing for budgeting purposes.
- Serves as backup for Access Control configuration and management.
- Maintains backups of current configurations for each library's router, switches, access points, the Call Manager & Unity servers.
- Develops wiring layouts for new and remodel construction projects including bid specifications for same; arranges with vendor for adding wiring drops as needed.
- Responsible for the upkeep of network data closets, which includes replacing UPS and network equipment, tying up cabling according to department standards, labeling equipment, and ensuring a clean space free of obstacles.
- Collaborates with other IT staff on projects and tickets; helps to educate Help Desk staff in network troubleshooting to expedite ticket resolution.
- Assists in special projects such as library moves and relocating equipment as needed.
- Writes task procedures and other instructional material; maintains hardcopy and online documentation of procedures for library's network equipment.
- Maintains and upgrades knowledge, skills, and development by attending seminars and training programs and reading trade and professional journals and publications.
- Provides excellent service to internal and external guests.
- Completes all required and assigned training on time.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- Drives library vehicle to and from various locations.
- 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 guest 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:

- Cisco Call Manager and Unity Voice Message System
- Computer(s)/Printer(s)
- General Office Equipment
- Hand Tools
- Network Testing Equipment
- Physical Security Equipment & Software
- Routers, switches, access points (primarily Cisco)
- Vehicle (fleet/personal)

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:
- Associate degree or equivalent from an accredited college or technical school; and
- Three or more years of network administration experience; 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:
Required upon hire:
- Valid State Driver's License
- Current Motor Vehicle Insurance
- Acceptable Driving Record as defined in the Driver Safety Procedures

Required within 75 days of hire:
- Cisco Certified Network Associate (CCNA) or higher certification

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:
- Networking equipment (primarily Cisco).
- Telephone and Fax technology.
- Routing & switching including subnetting, routing protocols, use of spanning tree, etc.
- Cisco WCS and WLC servers for configuring and managing wireless networks.
- Physical Security Systems including Cisco's VSOM, VSMS, & cameras, Meraki, and Milestone.
- Access Control equipment & software (primarily Open Options' DNA Fusion)
- Maintenance of equipment configurations of all networking equipment.
- Microsoft Visio and Excel software packages.
- Standard business arithmetic, including percentages and decimals.
- Record keeping, report preparation, filing methods, and records management techniques.
- All computer applications and hardware related to performance of the essential functions of the job.

Skill in:
- Use of small hand tools to install, service and repair hardware.
- Installing and configuring routers, switches, access points, IP cameras and end user software.
- Using interpersonal skills necessary to effectively interact with internal staff, citizens, and other departmental staff to give and extricate information in a courteous and friendly manner.
- Using tact, discretion, initiative, and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up on 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.

Mental and Physical Abilities:

- Ability to independently research and implement solutions to problems with networking equipment & software.
- Ability to diagnose equipment problems without always having to see the equipment.
- Ability to distinguish between hardware and software problems.
- Ability to read and interpret documents such as safety rules, operation and maintenance instructions, and procedure manuals.
- Ability to write reports, correspondence, procedure manuals.
- 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 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 frequently exposed to risk of electrical shock.
- Work time may require irregular hours, including overnight, to perform network and equipment upgrades.
- This is a safety-sensitive position.
- This position is eligible for 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.

Employment with the Metropolitan Library System for this position is conditioned upon compliance with the Driver Safety-Drug and Alcohol Testing Policy (SH 671). The Driver Safety-Drug and Alcohol Testing Policy is available on the Intranet or from the Human Resources Department.

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.