GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for performing technical functions related to the implementation and support of departmental servers, software applications, networks, and related work. Reports to the Information Technology Manager.

ESSENTIAL JOB FUNCTIONS

Configures, installs, administers, tests, and maintains the department’s hardware and software for servers, networks, switches, routers, library payment centers, scanners, printers and firewalls on staff and public computers; ensures library IT functions are working efficiently, effectively, and securely; responds to and resolves all server and network device issues; performs routine repairs of coordinates service; maintains hardware and software inventory; maintains server and Active Directory; responsible for daily administration of the department’s public computer domain including various physical and virtual servers and their components.

Applies patches for security, anti-virus, and upgrades Windows servers and personal computers. Coordinates and performs a variety of technical functions; and develops and maintains documentation.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City’s Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

• **Information Technology/Networking** – Knowledge of computer systems and business applications to include local and wide area networking technologies, protocols and data communication wiring systems. Knowledge of personal computer network topologies, cabling systems, and operating systems. Knowledge of multiple computer languages and software applications.
REQUIRED SKILLS

- **Customer Service** - Thorough knowledge of principles and processes for providing customer services. This includes meeting established quality standards.
- **Interpersonal Relationships** - Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.
- **Judgment/Decision Making** - Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Time Management** - Plans and organizes daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules.
- **Project Management** - Knowledge of planning, organizing and managing resources to bring about the successful completion of specific project goals and objectives.

REQUIRED ABILITIES

- **Critical Thinking** - Uses logic and reasoning to understand, analyze, and evaluate complex situations and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches.
- **Analytical** - Ability to analyze and interpret data and perform logical problem solving based on knowledge of MS Operating Systems, transmission control protocol/Internet, networking and various software applications.
- **Communication** - Ability to communicate complex and technical ideas and proposals effectively so others will understand to include preparation of reports, schedules, and documentation. Ability to listen and understand information and ideas presented verbally and in writing.

EDUCATION AND EXPERIENCE

Requires a Bachelor’s Degree in Computer Science, Information Systems, or a related field and 3-5 years of related experience in computer networking or an equivalent combination of education and experience. Certification(s) for Cisco Associate (CCDA/CCNA), CompTIA (A+ and/or Network+), or Microsoft Network Administrator/Engineer (MCNA or MCSE) or Microsoft Certified Professional (MCP) is preferred.

ADDITIONAL REQUIREMENTS

Requires an acceptable general background check to include a local and state criminal history check, an acceptable sex offender registry check and a valid driver’s license with an acceptable driving record.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). May occasionally involve heavier objects and materials (up to 40 pounds).
- Tasks may involve extended periods of time at keyboard or work station.
SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, confined spaces, machinery, vibrations, electric currents, or traffic hazards.