Illinois Heartland Library System

Position Title: <u>**Network Administrator**</u>

FLSA: Exempt

Location: Edwardsville

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Other Professional

Salary Grade: 9

Summary: The Network Administrator is responsible for the installation and maintenance of computer information resources, providing for data security and control for SHARE and IHLS local offices.

Essential Duties & Responsibilities:

- Install, maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.
- Configure, install, and recommend changes to data backups and disaster recovery operations.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Plan, coordinate, and implement network security measures to protect data, software, and hardware.
- Administer the Microsoft Windows Server network of servers.
- Monitor network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.
- Work with the IT Director to plan for and implement network improvements and changes, implement and manage a system-wide VPN network, and oversee the overall performance of the network.
- Provide customer service to member libraries with issues pertaining to technology IHLS provides.
- Assist SHARE with network issues and other duties related to the LLSAP.
- Work with representatives of Illinois Century Network and other Internet Service Provider's (ISP) to provide and enhance connectivity to SHARE products
- Maintain internal and external DNS servers for multiple domains
- Maintain HyperV virtual server environment in the ICN Co-location facility.
- Provide local support for IHLS office computers in your primary home office location.

Supervised by: IT Director

Supervises: None

Minimum Education and Experience:
- B.S. Degree in Computer Science or related field or equivalent work experience of 8 years.
- 5 years experience with on-the- job training in the IT field.

Knowledge, Skills, and Abilities Required:
- Proficient knowledge of computers, servers, and networks
- Proficient knowledge of common client operating systems; including MS Windows, OSX, and Linux desktop software.
- Proficient knowledge of network operating languages; including Cisco IOS, PIX, AOS and Sonicwall
- Proficient in Microsoft Active Directory as implemented in Microsoft Windows Server 2008 R2 and Windows Server 2012 & R2.
- Knowledge of computer hardware and software including applications and programming
- Ability to troubleshoot and train others on desktop software applications
- Ability to set up and monitor a Virtual Private Network
- Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems
- Working knowledge of the OSI network model
- Ability to setup and troubleshoot DNS servers, DNS domain requests, and work with various DNS providers
- Ability to troubleshoot complex network issues using a variety of network tools like sniffers and analyzers.
- Ability to establish and maintain effective working relationships with IHLS staff and staff from member libraries.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner
- Willingness to help others accomplish their objectives
- Ability to troubleshoot complex problems and learn new technologies quickly.
- Ability to communicate effectively using a variety of communication mediums like: telephone, online meetings, email, IM, video conference software, and face-to-face interactions.
- Ability to work in an organization that embraces customer service and where improper customer service can adversely affect the reputation of the entire organization.
- Ability to hold confidential information in close secrecy. The failure of keeping the confidential information secure could result in financial loss to our organization and our member libraries.
- Ability to demonstrate a positive attitude towards co-workers, member libraries and job duties
- Ability to travel as required with overnight travel probable.

Working Conditions:
Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel. May have to work off hours to handle emergency issues as well as routine maintenance of servers and networks.

Telecommuting:
This position allows for telecommuting.

Physical Effort:

Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.

Requires the ability to exert up to 40 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.

Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet, and the ability to distinguish colors. Must be able to concentrate on detailed information over an extended period of time.

Ability to effectively use a computer.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

_____
Employee (Print Name)

_____   _____
Employee Signature   **Date**

_____
Supervisor (Print Name)

_____   _____
Supervisor Signature   **Date**

Approved June 2012
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