

Whatcom County Library System

JOB DESCRIPTION

System Engineer

Pay Level: 10

Department: IT Services

Reports To: IT Services Manager

Date: 12/2014

Job Summary: Administers, troubleshoots, repairs, and maintains the Whatcom County Library System's (WCLS) local and wide area networks, servers, software, and computer and telecom equipment; provides technical support to all library staff as a member of the WCLS IT Services Department; loads operating systems and other software on servers; trains staff on how to best utilize computer technologies; suggests efficiencies, changes, and other improvements; and performs other duties as assigned.

Essential Functions:

1. Performs analysis, system design, acquisition, installation, documentation, maintenance, and troubleshooting in relation to WCLS's network infrastructure equipment and telecommunications hardware and software;
 2. Performs ongoing maintenance and software upgrades for servers and infrastructure equipment including routers, switches, firewalls, access points, and storage systems;
 3. Plans and monitors the growth, performance, and accessibility of the WCLS network connections between branch locations and high-speed connection to the Internet;
 4. Designs network service offerings for library staff and patrons including wireless networking; ensures implementation activities have minimal impact on library operations;
 5. Maintains, manages, documents and monitors library system physical and virtual servers and related services;
 6. Monitors usage, storage and adoption growth of WCLS systems and software including email, telephony, and wireless and network bandwidth;
 7. Conducts, plans and tests routine automated backup and disaster recovery scenarios;
 8. Assists in evaluating challenges, issues, and expectations of library staff and patrons regarding the WCLS network and the Internet;
 9. Provides telephone and onsite technical support and training to library staff for hardware, software, and network issues; assists library patrons with technology issues as needed; may provide afterhours support as needed;
 10. Attends appropriate continuing education conferences and certification classes to maintain a high level of technical competence needed to perform the essential functions; researches new technologies which may affect the WCLS network infrastructure;
 11. Maintains vendor relations for support, service and maintenance contracts; and
 12. Performs other duties as assigned or required.
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Required Knowledge, Skills, and Abilities:

1. Ability to gain thorough knowledge of Whatcom County Library System's policies and procedures;
2. Upholds the Whatcom County Library System's commitment to intellectual freedom, as described in the American Library Association's "Library Bill of Rights" and "Freedom to Read Statement," and the Washington Library Association's "Intellectual Freedom Statement";

3. Excellent interpersonal skills, patience, and a genuine desire to help people with technology challenges;
 4. Ability to act as a representative of Whatcom County Library System to the public;
 5. Knowledge of department practices and procedures;
 6. Working knowledge of operating systems and wide and local area networks;
 7. Ability to maintain, manage and monitor Library's virtual server environment using commonly used software and hardware systems;
 8. Ability to operate, repair, maintain, manage and monitor relevant Library computer server systems, including but not limited to messaging, database and communications servers;
 9. Ability to document relevant information according to current IT standards;
 10. Ability to effectively communicate with other staff members and maintain effective working relationships with other professionals;
 11. Ability to establish priorities; multitask and organize workload;
 12. Ability to obtain and maintain a valid Washington Driver's License;
 13. Ability to keep abreast with technological developments.
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Education and Experience:

1. Associates degree in a technology-related field; and
 2. Three years or more related experience; or
 3. Equivalent combination of technical training, education, and/or experience.
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Physical and Environmental Conditions:

Work requires occasional strenuous effort. For example, handling of moderately heavy boxes, moderately heavy tools, equipment, or materials of 20 to 40 pounds.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting and training rooms, libraries, or commercial vehicles, e.g., use of safe work place practices with office equipment, avoidance of trips and falls, and observance of fire and building safety regulations and traffic signals when driving.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.