

Job Opening

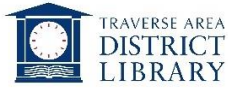
Systems Administrator – Technology Department Full-time Position

We are seeking a skilled, team-oriented individual who excels in information technology to provide computer and telecommunication systems engineering and maintenance for the Traverse Area District Library. This individual will report to the Assistant Director for Technology and perform a variety of tasks to include engineering and maintaining the District's computer and telecommunications systems, creating documentation for systems, performing routine security and backup audits, providing user support, and other technology related work. This position is located at the Woodmere Branch with occasional travel to surrounding branches. The employee may be transferred to another location at any time to meet the needs of the library system. Please see the attached job description for full details. On-call evening and weekend hours may be required.

Wage Range: \$24.29 - \$31.98 in annual wage steps according to the current union contract

Posting date: Thursday, March 7, 2024

If you are interested in applying for this position, please submit your resume, a fully completed TADL application form along with a cover letter to: Human Resources, Traverse Area District Library, 610 Woodmere Ave., Traverse City, MI 49686 or by email to jobs@tadl.org. For questions, please call 231-932-8549 or email jobs@tadl.org



Job Description

Job Title: Systems Administrator
Department: Technology
Reports to: Assistant Director for Technology

Classification: Library Assistant 5 - Full-Time
FLSA Status: Non-Exempt
Effective Date: February 27, 2024

SUMMARY

The Systems Administrator, a member of the para-professional team, is responsible for engineering, documenting, and maintaining the computer and telecommunication systems utilized by the District and the client library systems it serves. From the desktop to the network to the server infrastructure, the person in this position ensures the District's technology infrastructure operates in an efficient, reliable and secure manner. Duties may require independent judgement and action within specific parameters.

To perform this job successfully, an individual in this position must adhere to the Library's mission, vision, and core values and be able to meet or excel in the following representative responsibilities, knowledge, and abilities:

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Engineers and maintains the District's computer and telecommunications systems
- Creates and maintains documentation for all systems
- Performs routine security and backup audits to ensure stable operations and robust disaster recovery capabilities
- Provides user support
- Performs essential services under the parameter of regional library technology services agreements
- Provides operational coverage to ensure core systems and services remain operational
- Assists with resolving trouble tickets as assigned
- Actively works toward and reports progress on the Library's strategic plan
- Adheres to all Library policies and procedures
- Works a variety of shifts and days of the week, including on-call
- Works in a variety of locations
- Prepares related reports, correspondence and records
- Performs related work as required

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent communication and customer service skills.
- Demonstrated knowledge of advanced troubleshooting skills.
- Ability to work effectively with the public, related business contacts, and other employees.
- Ability to write and maintain technical documentation and provide training.
- Ability to lift 50 lbs on a regular basis
- Ability to sit, stand, bend, stoop, reach and climb in order to carry out the essential functions of the position
- Ability to use hand to finger, handle or feel to complete essential duties of the position.

EDUCATION, EXPERIENCE or OTHER Qualifications include:

- Bachelor's degree in Information Technology or related field preferred, with at least one year of experience in a similar position
- Alternatively: A High school diploma with at least five years of experience in a similar position
- Experience with VMWare, VEAM, and Asterisk PBX applications and Meraki network infrastructure preferred
- Valid Driver's License and/or available transportation

Although reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions, visual and communication ability is required.