JOB DESCRIPTION

POSITION: System Administrator

LOCATION: All MPHPL Locations

FLSA STATUS: Hourly

CERTIFICATION: N/A

HOURS OF WORK: Full Time (40 hours per week)

WAGE: $24.00 per hour, minimum starting pay

BENEFITS: As specified in the latest edition of the staff handbook or as amended by the Board of Trustees.

DIRECT SUPERVISOR: IT Manager

QUALIFICATIONS AND WORK SKILLS:

1. Bachelor's Degree in Computer Science or comparable experience in information technology
2. Two years professional experience in Information Technology
3. Experienced in current Microsoft Operating Systems, Office Suite, Active Directory, and mobile technologies
4. Knowledge of network technology (TCP/IP, LAN , WAN, Routers, Switches, Firewall)
5. Must possess a proven sense of responsibility and the ability to work independently
6. Strong communication and organizational skills, as well as the ability to prioritize and multitask
7. Ability to work well with people
8. Critical thinking skills required
9. Experience with library technologies preferred
10. Experience with Mac products preferred.

The purpose of this position is to support the technology across the MPHPL system.

RESPONSIBILITIES AND DUTIES:
1. Resolves end-user device issues such as laptops, desktops, phone systems, video surveillance systems, etc.
2. Supports desktops, applications, networks, systems (LAN, WAN, wireless, mobile, VPN's), data and projects, help desk software
3. Ensure a secure environment is maintained for all hardware and software.
4. Maintain an inventory of all hardware and software utilized across the MPHPL system.

5. Works closely with the IT Manager in the selection and implementation of new systems and in maximizing efficiency of existing systems.
6. Install new or upgraded software or hardware, as purchased
7. Maintain Microsoft Exchange Server and Windows Servers
8. Manage Active Directory and Group Policies
9. Recommend, schedule, and perform system improvements, upgrades, and repairs
10. Design and implement processes, tools, and documentation to support the infrastructure.
11. Work closely with vendors/technicians to both support and improve library systems
12. Ensure library equipment (computers, printers, copiers, etc.) is cleaned on a regular basis and perform preventative maintenance functions, as needed.
13. Assist in providing technology support and training for all staff
14. Perform other duties as assigned.

November 2021