Winnefox Library System
Position Description

Position: Network Manager/PC Support Specialist

Date: 30 May 2018

General Purpose: Ensure the stability and growth of the System's wide area network, including hardware connected to it. Ensure efficient, trouble-free use of technology, communication and collaboration among system employees. Coordinate purchasing of computer hardware and software for member libraries and manage software on library computers. Provide repair and technical support for member libraries.

Supervisor: Assistant Director

Supervises:

Salary Matrix Level: E

Essential Duties and Responsibilities

Duty / Responsibility	Performance Standards
Maintain and manage physical and -virtual servers	
• Monitor and install software patches • Update operating system software • Run diagnostics and optimization routines • Check logs for problems and errors • Manage user quotas and storage needs • Tune web servers/caching for fastest website loading possible • Install and configure new host servers • Plan for future server infrastructure • Implement settings and policies that maintain high degree of data and infrastructure security • Create and manage virtual servers	Servers run reliably.
Manage weekly, monthly, and offsite backups/storage of backups	Data is backed up as needed and data integrity is maintained.
Maintain overall security of servers	Servers are not hacked.
Work with outside consultants	Consultants are called in as needed. Winnefox staff work efficiently with consultants.

Maintain Wide Area Network	
• Maintain network connections between libraries • Configure firewalls, routers and switches • Change firewall rules as needed to allow/deny access to the network • Replace network equipment as needed • Create and configure network VLANS • Maintain IP addressing scheme to maintain efficient network • Configure and manage VPN usage	Network is stable. Hardware and settings are adaptable to libraries' needs.
Monitor bandwidth usage. Modify rules and settings to control bandwidth	Libraries have sufficient bandwidth for library operations and user needs.
Maintain overall security of network	Network is kept secure.
Wireless Network Support	
Deploy and maintain wireless routers to member libraries	Libraries are able to provide this service reliably
Deploy and maintain hardware & software for tracking wireless statistics. Compile monthly statistics for wireless usage	Libraries have the statistics necessary to show usage.
Manage Microsoft Office 365	
• monitor email to ensure reliability • add/delete users • manage mailing lists and user groups • manage user rights and permissions with Active Directory • recover lost email	Email system runs effectively.

Technical Support—provide hardware and software support for computers and related equipment for Winnefox and member libraries	
• Keep computer software up-to-date • Work with vendors for replacement parts and repair computer hardware • Recover and restore data from bad computers • Reformat computers as needed • Make onsite visits to do evaluations, perform upgrades, & train	Staff are satisfied with service. Equipment is used for expected lifetime. Downtime reduced. Data integrity maintained.
Maintain system-wide Antivirus software • Maintain centralized AV server • Monitor AV server daily for problems • Identify and repair infected computers	Lack of downtime attributable to viruses and malware. Cost effectiveness
Manage Content Filters on Public Computers • Configure proxy settings on multiple browsers to use filters • Update list of proxy exceptions to filter to allow electronic resources	Library staff and user satisfaction
Maintain Time Management software for public computers • Maintain and monitor time management system • Train staff on how to use software • Run and distribute statistical usage reports	Staff and public satisfaction Cost effectiveness of system
Manage Print Management Server • Install and maintain print management software on our servers • Install and maintain print management software on library computers • Train librarians on how to use software • Troubleshoot problems	Library users are satisfied with ease of printing process. Library staff are satisfied with ease of managing printing.
Technology Acquisition	
• Work with library and system staff to determine what purchases will meet their needs • Research available options for purchase	Staff are satisfied with technology. Libraries receive items ordered in a timely manner. Purchases are within library budgets.

• Obtain quotes from vendors • Configure equipment to suit the purpose of the purchasing library	
• Become familiar with and test new hardware and software • Stay up-to-date on new technology being developed	
Take requests for supplies and fulfill or route to appropriate staff (toner, cables, mice, receipt printer paper, etc.)	Libraries receive items ordered in a timely manner.
Billing • Receive and route invoices for equipment purchased to appropriate account • Creating spending reports to help libraries manage their budgets	Libraries receive accurate invoices.
Maintain records of hardware purchased and software licensed for inventory and licensing purposes.	Accurate records are maintained.
Software Licensing	
• Organize, track and bill for bulk-purchased software licenses among libraries • Conduct regular software census and renew licensing as needed • Work with libraries to coordinate class action lawsuits, recalls and award grants	Libraries receive the software they need in a timely and cost-efficient manner. Effective records are kept for software licensing and billing purposes.
Coordinate Lending of Equipment to Libraries	
Maintain equipment and manage sharing of: • Laptop mobile computer lab and accessories • Video game consoles and games • Digital projectors	Library staff is satisfied with condition of equipment.

KNOWLEDGE, SKILLS AND ABILITIES
- Ability to establish and maintain effective working relationships with other staff, system trustees, member librarians, and the general public.
- Valid Wisconsin driver's license, means of transportation, and willingness to travel to participating libraries and state-level meetings.
- Willingness to attend relevant statewide, regional, and national meetings and conferences.
- Willingness to work flexible hours, including some evenings and weekends.
- Writing and editing skills in a variety of media, including print, electronic and digital.
- Computer skills including confident use of personal productivity software (word processing, spreadsheet, email, calendaring, presentation) and web-based communication tools.
- Inter-personal skills; capable of working in a team environment.
- Coaching skills, including the ability to clearly and patiently explain how and why tasks are to be performed.
- Skill in communicating effectively with people from diverse backgrounds.
- Ability to prioritize tasks
- Ability to handle multiple projects and deadlines
- Ability to adapt to change; willingness to teach and learn new ways of doing things, including new technologies.
- Familiarity with research, data analysis and presentation

REQUIRED EDUCATION AND/OR EXPERIENCE
Four year college degree, or advanced certifications and/or equivalent experience may be substituted.

TOOLS AND EQUIPMENT USED
Typical office equipment, computers and software including computer workstation, computer projector, calculator, fax machine, photocopier, telephone, and printers.

PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be required to stand for extended periods of time; talk and hear; use hands to dial, handle, or feel objects or controls; and reach with hands and arms. The employee may be required to kneel, walk, stand, bend, twist, push and pull. Job requires employee to be able to push carts and lift boxes weighing up to 50 pounds.

WORK ENVIRONMENT
Typical office environment.

SELECTION GUIDELINES
Formal application, rating of education and experience; oral interview; background check; and job-related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

This job description does not constitute an employment agreement between the employer and employee. It is subject to change by the employer as the needs of the employer and requirements of the job change.