**Position Title: System Administrator Description Type:** New Revised

**Department/Unit:** Information Technology **FLSA Status:** Exempt Non-exempt

**Position Classification:** Other Professionals

**Reporting Relationship:**

**Reports to (Title):** Information Technology Manager

**List of direct reports (by Title):** Applicable Not Applicable

**Position Summary:**

Position will perform necessary functions to install, maintain, and support aspects of a complex server and network environment. To accomplish these functions, the position will collaborate directly with the IT Manager and associated colleagues to explore potential areas of improvement within an allocated budget, field inquiries from external clients, and demonstrate proof of concept to meet organizational needs.

**Core Job Functions:**

• Makes collaborative decisions regarding server and network infrastructure

• Writes installation packages and scripts for system-wide distribution

• Assists internal and external end users with hardware, software, and network troubleshooting inquiries

* Thoroughly documents outages, troubleshooting processes, and support inquiries
* Analyzes and reports on network and server load, including traffic and utilization trends

• Monitors server performance and processes for stability and recommends/implements improvements as needed

• Supports SWAN staff in their use of software and maintains inventories of those products

* Researches and coordinates with vendors on projects, technical support, and other services
* Keeps abreast of technology developments and changing needs of the organization
* Assures internal and external users are well-informed of outages, significant changes, and projects

• Administers the Windows, Linux, UNIX servers

• Other duties as assigned

**Knowledge, Skills, and Abilities:**

Education—

• Bachelor’s degree in information technology or related field required

Knowledge/Experience—

• 1-5 years of server and network administration experience required

• At least 1 year of library and/or helpdesk experience preferred

• Demonstrated knowledge of computer operating systems, Windows 7 and 8, Server 2008 R2 and 2012

• Demonstrated knowledge of UNIX, Linux, and VMWare

• Demonstrated knowledge of desktop hardware and software

• Some experience with Microsoft Exchange and Active Directory preferred

* Demonstrated knowledge of Microsoft products including Office 2010, Project, and Visio

Skills/Abilities—

• Some experience with scripting languages including UNIX, SQL, PHP, Perl, and Java preferred

• Ability to solve complex problems, learn and understand new technologies, and to effectively communicate about these matters to nontechnical people

• Work effectively with the staffs of member libraries and maintain good working relationships with the Illinois State

Library, contracting vendors, and SWAN staff

• Ability to maintain a productive work atmosphere by behaving and communicating in a positive manner with clients and colleagues while achieving performance expectations

• Ability to exercise initiative, to exercise good judgment, and to work without close supervision

Working Conditions and Physical Requirements –

• Comfortable office working environment

• Must have a valid Illinois driver’s license with a clean driving record

• Occasional nationwide travel, sometimes overnight

• Requires extended hours of work and being on call for evening and weekend trouble calls

• Ability to communicate effectively in-person, via phone, videoconferencing and e-mail

• Primarily sedentary work, but occasional physical activities such as lifting, crouching, or climbing may be required

**Position Description Updated on:** 8/11/2014

**Acknowledgement**

I acknowledge that I have read the job description and requirements for the System Administrator position and confirm that I can perform these core job functions.

 \_ Signature Date