Yakima Valley Libraries Network and Systems Technician II
FLSA: Non-Exempt

Job Purpose and Summary
Follows established procedures to configure, maintain, support, and optimize all hardware, software, and communication links. Designs configurations of installs on a number of servers and maintains backups. Resolves end user hardware and software computer problems in a timely and accurate fashion, and may provide end user training where required. Builds and maintains strong and collaborative relationships with colleagues across YVL. Contributes to the development of the Library's strategic direction; develops and executes library plans, which advance YVL's strategic goals. Cultivates a strategic, anticipatory mindset in responding to complex issues in a changing environment.

Supervision Received and Exercised
Receives general supervision from assigned management staff.

Essential Duties and Responsibilities
Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

- Responds to requests for assistance with YVL equipment sent by Yakima Valley Libraries staff members. Maintains helpdesk records.

- Monitors, operates, installs, configures, maintains, secures, and documents server and network hardware, software, applications, related equipment and connectivity that support various applications and activities throughout the library system.

- Coordinates and maintains the library's integrated library system. Runs required routines, performs resets, creates and modifies reports, etc.

- Creates and maintains internal and external web sites and web applications, using programming and scripting languages.

- Assists staff in the training and use of computer hardware, software, and any other YVL owned equipment.

- Documents and follows all procedures and routines through creating, maintaining and updating procedures and other forms of documentation.

- Responsible for backups and network storage.

- May participate in the creation and communication of the vision and strategic priorities of the library.

- Performs other duties as assigned.

Required Qualifications
- Associates of Science (or Arts) degree in computer science, information technology, or related field.

- Two years of support experience, including installation, maintenance and repair of IT software, equipment, networks, and backups.

- Two years of ILS and computer support experience in a networked environment.

- In lieu of #1 above, equivalent technical training, education, and/or experience may be substituted.

- A valid Washington driver's license and normal risk insurability.

Preferred Qualifications

Knowledge of:

- Basic knowledge of Microsoft Active Directory, automated distribution of desktop environment settings using Group Policy, computer disk imaging, and other technology to speed distribution and maintain uniformity of the desktop environment.

- Network storage, backup and file service.

- Designing, implementing and maintaining UNIX/Linux and Microsoft Windows operating systems, software, and equipment in a networked desktop and server environment.

- Familiarity with programming and scripting languages.

- Exchange, IIS, and cloud applications in server environments.

- Installation, maintenance, monitoring, and support for networks including firewalls, routers, switches, and other related equipment.

- Integrated Library Systems preferred.

- English usage, spelling, grammar, and punctuation.

- Principles and procedures of record keeping.

- Principles and practices of goal setting and project management.

- Operating systems currently in use by Yakima Valley Libraries, and of wide and local area networks.

- Current office methods, equipment, practices and procedures including PC usage. Expert level knowledge of word-processing, spreadsheet, and other office productivity products, report writing, emailing systems, and web-based searching.

Skill in:

- Using excellent interpersonal skills in a variety of situations and with a diverse library customer and staff population to help with technology challenges

- Analyzing problems, resolving problems, and dealing with unique situations.

- Keyboarding, word processing or entering data at a speed and accuracy level necessary for successful job performance.

- Developing and maintaining good working relationships.

- Listening to, understanding, and interpreting information received from library customers and library employees.

Ability to:

- Gain thorough knowledge of and follow Yakima Valley Library's policies, procedures and programs.

- Represent Yakima Valley Library in a positive, responsive manner to the Library Board of Trustees, staff, public, volunteers, and supporters.

- Exhibit high level of initiative, drive to learn and improve; ready, willing, and able to build upon current knowledge and tool set as required in a busy, ever-changing technology environment.

- Implement library practices and procedures as they relate to various automated systems.

- Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.

- Plan, organize, and effectively manage assigned projects and tasks.

- Keep all relevant parties informed of all major issues and recommend changes as appropriate.

- May backup or assist person on-call to remedy staff library technology issues after normal library hours.

- Attend work on a regular and dependable basis.

Work Environment and Physical Demands
- Normally seated, standing or walking at will. Periods of sitting for extended periods of time.

- May include driving alone up to 120 miles to branches within Yakima Valley Libraries service area.

- Normal physical activity including some bending, kneeling, pushing, pulling, lifting, and carrying, which may range up to 50 lbs. upon occasion.

- Keyboarding and working at a computer monitor required. Dexterity of hands and fingers to operate a computer keyboard, mouse, tools, and to handle other computer components.

- Phone usage, reading, speaking, and listening required.

- Interaction with library customers and other staff members will be necessary to provide information, support library programs or resolve situations or problems.

- May at times have unsupervised access to children under the age of 18 or a vulnerable adult or person.

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Signature   Date