

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **Client Technology Services Systems Administrator**

Dept: **PC Support**

Job Code Number: **20525**

Reports to: **Manager – PC Services**

Grade Number: **20, Represented**

Effective Date: **Revised January 2021**

FLSA Status: **Exempt**

General Position Summary:

Performs analysis and system configuration activities that ensure the functional and efficient operation of the network and computer system hardware, software and related systems. The duties include planning, configuration, deployment, administration, security, and troubleshooting of systems in support of staff and patron computer users. Designs, deploys and maintains the networked desktop environment.

Essential Duties/Major 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.

1. Configures, maintains, troubleshoots, tunes and updates Microsoft Windows operating systems and assigned servers firmware.
2. Monitors system performance and resources utilization on a daily basis for problems such as system downtime, bugs and other system problems. Performs scheduled maintenance, security settings, and system and database back-up including recovery activities. Prepare various performance, usage and maintenance reports.
3. Researches, designs, implements and maintains system-wide technologies such as VDI, DHCP and printing administration to meet the needs and requirements of the users.
4. Provides system technical support for specific customer software and hardware, such as integrated library system (ILS) and maintains software build information and configuration as assigned.
5. Creates, integrates and maintains system client technologies such as builds, Print Management and PC Booking.
6. Defines and maintains documented procedures for the effective installation, configuration, operations and management of the network and computer systems.
7. Responds to user inquiries and provides customer service via the ITS helpdesk. Provides assistance to staff and peers regarding equipment, installed software programs and application procedures.
8. Audit security settings and/or logs against policy and execute remediation tasks as necessary.
9. Leverage scripting languages to automate repetitive tasks.
10. Escalates problems to vendor for advanced corrections. Logs, tracks and coordinates vendor activities related to system maintenance, warranty and vendor supported work.
11. Performs all essential duties of a PC Systems Specialist as assigned.
12. Work a varied schedule, which may change periodically, including evenings and weekends.

Secondary Duties:

1. Complete special projects.
2. Serves as a member of various teams and committees, as assigned or required.
3. Perform other related duties as assigned.

Core Competencies:

**Customer Focus**

Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

**Valuing Diversity**

Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn from differences.

**Ethics, Values, and Judgement**

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

**Professional & Technical Knowledge**

Demonstrates proficiency in professional and technical skills/and or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to foster personal success and connections for others.

**Work Quality**

Inspires and strives for excellence in all aspects of work including setting high standards of performance for self and others; ensures that results are complete and accurate; exhibits attention to detail.

**Accountability**

Holds self, direct reports, and others accountable for achieving intended outcomes; follows up and monitors progress to ensure that things stay on track; models organizational values and norms.

**Organizing and Planning**

Establishes courses of action for self, can influence others to ensure that work is efficient, appropriately sensitive to real restraints on time and resources. Willing to take a risk.

### **Managing Change**

Embraces organizational changes and their rationale, models behavior needed during improvements in organization's effectiveness, competitiveness, and public service delivery; manages own reactions and supports others in the process.

### **Adaptability and Flexibility**

Adapts and adjusts comfortably to changing or different situations, conditions, and work responsibilities in ways that still result in productive performance.

## **DESIRED MINIMUM QUALIFICATIONS**

### Education/Experience:

A typical way of obtaining the knowledge, skills and abilities necessary to successfully perform the essential duties of the position is:

- Graduation from a four-year accredited college with a major in computer science, network administration, information technology, or related field.
- Five to eight years of related experience in a personal computer environment with strong customer service orientation.
- Professional level certification in server and network systems preferred.
- Or an equivalent combination of education, training and experience that demonstrates the ability to successfully perform the duties of the position.

## **SPECIAL REQUIREMENTS**

A valid Washington State Driver's License.

## **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is changing tasks depending upon the shift and will at times frequently stand and walk and up to constantly sit. Will frequently reach at all levels. Neck rotation may be up to frequent. Frequent bending and twisting at waist and occasional squat or sitting on ground while hooking up equipment and performing regular duties. Constantly using hands in conjunction with finger use and frequent keyboarding, this handling or keyboarding may be repetitive up to occasionally. Seldom required to climb stairs and ladders and up to frequently operating foot controls. The employee will frequently lift 20 pounds, occasionally lift up to 60 pounds, and seldom lift in excess of 75 lbs. Employee will frequently push/pull light force and seldom push/pull carts and pallet jacks using moderate force.

## **WORK ENVIRONMENT**

The work is performed in a team environment. This position encounters new, unusual, hectic, demanding or hazardous situations almost on a daily basis. Extensive PC monitor work is required. Responds to after-hours support calls and performs periodic weekend and after hour work when scheduled to be in on-call status.

Advancement Possibilities:

Open depending on education and experience

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.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: \_\_\_\_\_  
Director of HR