KING COUNTY LIBRARY SYSTEM
Job Description

Title: **IT Infrastructure Administrator**
Dept.: **Information Technology Services**   Job Code Number: **10760**
Reports to: **ITS Operations Manager**   Grade Number: 19**, Represented**
Effective Date: **Revised February 2020**   FLSA Status: **Exempt**

General Position Summary:

Provide system, technology, infrastructure and process analysis in support of the business strategy. Manage centrally served systems hosted in the Data Center. Manage and monitor networks and telephony systems for all KCLS sites. Areas of focus for incumbents may include, data management, account management, backup and recovery, security, training, server support, monitoring, networking, telecommunications, account management, UPS management, data center management, project management, and vendor relations.

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. The duties listed below may be distributed amongst incumbents in an area of focus.

1. Research, evaluate and develop strategies for new infrastructure technologies and providers that can improve KCLS service efficiency and economy.
2. Plan and implement new infrastructure technologies and retire old in support of the business strategy.
3. Data Center Management: Implement and support of system hardware, operating systems, software systems, core network infrastructure, and storage systems. Capacity planning, monitoring and managing resources within the Data Center environment.
4. Ensure the Infrastructure Business Continuity Plan (backup and recovery) meets the needs of the business.
5. Design, configure, stage and implement Cisco switching and VOIP infrastructure across multiple enterprise environments/staff locations, both remotely and on-site. Communicate implantation plans with staff and/or vendors. Provide staff training when appropriate.
6. User and Systems Account Management of KCLS's Microsoft Windows infrastructure. This includes on premise applications along with the integration with cloud-based applications such as Office 365 and Web HelpDesk.
7. Track security issues compromising KCLS's infrastructure and identifying hackers into the
1. KCLS system.
8. Coordinate and monitor vendor relationships and performance on projects, products and services.
9. Plan KCLS-wide infrastructure changes. Document, log, and track projects and maintenance work. Work using standard operating procedures and measure performance vs. key performance indicators. Develop statistical tools and measurement criteria as directed by the Operations Manager.

10. Consult and advise KCLS staff on a variety of infrastructure implementation issues Develop and implement communicate plan with staff and vendors on infrastructure plan.

Secondary Duties (which may be distributed amongst incumbents in an area of focus):

1. Review phone, network and data line service billings for all of KCLS. Assures that invoices are accurate and paid on time. Identify and resolve issues.
2. Network Lead on constructions projects that includes review of wring designs and installation, determination network equipment such as routers switches and Access Points in coordination with FMS and outside vendors.
3. Manages cell service (voice and data) with various service providers for KCLS Staff.
4. Prepares Requests for Proposal (RFPs), Requests for Quotes (RFQs) and purchase requests for various infrastructure projects.
5. Contribute to strategic planning as directed by the Operations Manager.
6. Consults on inter-departmental projects.
7. Provide users with general technical support.
8. Other related duties as assigned.

Core Competencies:

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 about differences.

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.

Ethics, Values and Judgement
Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organization's values, moral principles, and accountability through behavior, character, and action. Defends intellectual freedom and confidentiality.

Professional and 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 better foster personal success and connections for others.

Communicates Effectively
Conveys ideas/information in a way that is clear, engaging, and suitable to the audience. Main point of their message is apparent. Listens more than they speak, responds appropriately. Seeks influence.

Teamwork/Collaboration
Works cooperatively and productively with others to achieve goals and deliverables. Is aware of, utilizes and celebrate their own and team member's strengths and differences.

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.

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

Conflict Management
Manages own reactions and resolves workplace conflicts in tandem with others effectively, works constructively; finds common ground and seeks appropriate solutions, can hammer out tough agreements and settle disputes inclusively and equitably.

DESIRED MINIMUM QUALIFICATIONS Education and Experience:

- Bachelor's degree in computer science, information technology or a closely related field, or equivalent education and training.
- Two to four years in large centralized work environment in voice and data communications and systems.
- Minimum 2 years' network configuration and administration using Microsoft and Cisco
- technologies.
- Experience working with telecommunication vendors and related services preferred. SPECIAL

REQUIREMENTS

Infrastructure Certification (e.g Microsoft, Cisco) preferred.
Washington State Driver's License.

Advancement Possibilities:

Other ITS positions, depending on education, training, and experience.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is constantly using fingers in conjunction with handling and keyboarding, this computer work may be repetitive up to occasionally. Constantly sits and will occasionally stand or walk. Will frequently reach up to chest level with hands and arms, occasionally reaches over shoulder or below waist. Neck rotation may be up to frequent to work on equipment or use multiple monitors. The employee will occasionally lift to

10 pounds and seldom up to 35 pounds and seldom push/pull carts using light force.

WORK ENVIRONMENT

Work is performed in a normal office environment, requiring constant sitting and extensive PC monitor work. Occasional emergency on-call status is present in the position. Position performs periodic off hour scheduled maintenance.

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