KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Network and Systems Engineer**
Dept.: **Information Technology Services**   Job Code Number: **20515**
Reports to: **ITS Operations Manager**   Grade Number: **20, Represented**
Effective Date: **Revised January 2018**   FLSA Status: **Exempt**

General Position Summary:

Senior level design and management of network and Data Center systems hosted on the KCLS network. This position is responsible for overseeing the design, planning, implementation and maintenance of all network infrastructure, including internet access, and Data Center systems. This position serves as the principal consultant for staff and vendors needing assistance with technical design, development, testing and the implementation of new technologies.

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. Participates in the full solution cycle from inception to completion of research, design, implementation, testing, documentation, delivery, maintenance and management of new systems, solutions and system-wide technology such as email, Active Directory, DNS and network access. Principle lead for Data Center design and management. Retire old systems as assigned by the ITS Operations Manager.
2. Consults and advises on existing or emerging technology products regarding the feasibility, standardization of, and financial impact to the organization. Ensures compliance with KCLS policies, procedures and standards.
3. Technical lead in the establishment of standards, methods and specifications for the development and maintenance of KCLS infrastructure. Defines and maintains documented procedures for the effective design, installation, configuration, operations and management of the network and computer systems.
4. Troubleshoot and monitor the performance of computer and data networks at all KCLS branches and locations. Provide escalation support for troubleshooting user and telecommunication problems.
5. Track and manage security issues related to KCLS infrastructure services. Monitor security on servers, network, and identifying hackers into the KCLS system.
6. Coordinate and monitor vendor relationships and performance on assigned outsourced projects.
7. Follow and document 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 ITS Operations Manager.
8. Manage preventative hardware and software maintenance and upgrades on a regular basis.
9. Manages the ITS Business Continuity planning, design and implementation for the network

and Data Center systems.

Secondary Duties:

1. Contribute to strategic planning as directed by the ITS Operations Manager.
2. Assists with annual budget preparation by providing estimates for needs and resources.
3. 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.

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.

Vision and Strategic Thinking
Supports, promotes, and ensures alignment with the organization's vision, mission, and values; holds big picture view while setting priorities, often uses breakthrough strategies to find the way forward.

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.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's degree in computer science, information technology or a closely related field, or equivalent education and training.
- Five or more years in large centralized work environment in data communications and systems.
- Two or more years of User Identify lifecycle management in a Linux or Windows Active Directory environment.

SPECIAL REQUIREMENTS

Computer Network Certification.
Washington State Driver License.

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.

Advancement Possibilities:
ITS Operations Manager

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