

EASTERN SHORE REGIONAL LIBRARY
Job Description

NETWORK AND SERVER SPECIALIST

FLSA STATUS:	Exempt
JOB CLASSIFICATION:	Regular, full-time, professional
ORGANIZATIONAL RELATIONSHIP:	Reports to Library Services Administrator
GRADE:	7
SUPERVISES:	N/A
JOB LOCATIONS:	ESRL Inc. headquarters and Eastern Shore libraries, with some travel in the state.
EDUCATION/CERTIFICATES:	Bachelor's Degree preferred.

OVERVIEW

Manages and develops ESRL's network infrastructure and WAN/LAN connectivity to ensure that ESRL and county library staff have the operating technology required to provide the highest level of library service.

ESSENTIAL JOB FUNCTIONS:

1. Manages network infrastructure and WAN/LAN connectivity for 25+ locations; including the configuration, installation, maintenance, and troubleshooting of equipment, office automation systems, and related hardware.
2. Administers and monitors network using a variety of vendor specific and custom utilities.
3. Installs, maintains, and troubleshoots both physical and virtualized workstations and servers, including Windows and Linux. Keeps abreast of upcoming changes in operating systems and security notices, and performs software upgrades as planned or required for security patches.
4. Installs, maintains, troubleshoots, and upgrades backup technology, including storage data.
5. Responsible for capacity planning and data network planning.
6. Provides consultation and troubleshooting services to member libraries via email, phone, and site visits.
7. Schedules warranty repairs for network, computer equipment, and peripherals.
8. Tests and deploys new systems and applications for client server applications.
9. Performs all other duties and responsibilities as assigned or directed by the supervisor. This may include attendance of and participation in required training for role.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

1. Provides excellent customer service to Regional/System staff and seeks personal alignment with ESRL's strategic priorities.
2. Demonstrates a commitment to teamwork by being an effective communicator and engaging in respectful and productive work relationships.
3. Demonstrates a thorough knowledge of established, modern networking systems, concepts, and technologies.
4. Demonstrates a thorough knowledge of current telecommunications and wireless technologies.
5. Demonstrates knowledge of disaster recovery procedures, including the ability to respond to and recover from an event.
6. Demonstrates a commitment to innovation by embracing change and flexibility.
7. Demonstrates initiative by being a self-starter and effectively solving problems.

EDUCATION AND EXPERIENCE:

1. Bachelor's degree (Preferred)
2. Three to five years of related experience
3. Or, equivalent combination of technical training and related experience

WORKING CONDITIONS:

Work is conducted in a normal office setting with comfortable lighting, temperature, and air conditions. The job routinely requires lifting of moderately heavy items, such as equipment (up to 75 lbs.), stooping or bending and standing or walking for long periods of time.

Some pressure related to sustained periods of high-volume activity and multiple deadlines.

Work environment involves everyday risks or discomforts that require normal safety precautions.

Revised 3/22