



CLASSIFICATION NO. 263

Established: 7/02

Revised: 3/23

FLSA: Non-Exempt

EEO: 3

LIBRARY NETWORK TECHNOLOGY ANALYST

CLASS CHARACTERISTICS

Under direction, manages and administers library network and server infrastructure, assists in the maintenance of the integrated library system (ILS), and provides desktop PC support for the Libraries in Clackamas County (LINCC); and performs other duties as required.

DISTINGUISHING CHARACTERISTICS

The Library Support Services division within the Department of Transportation and Development provides specialized programs and services to LINCC member libraries, including cataloging, IT administration, training, licensing of electronic databases and online resources, interlibrary loan service, automated materials handling, and courier services.

The Library Network Technology Analyst is responsible for the daily operation and administration of library network and server infrastructure, including hardware, software, security, and connectivity. The library network is separate from the County network and the policies and procedures governing it are under the administration of the Department of Transportation and Development (DTD). When permitted by DTD policies, technical policies and procedures are aligned with those of the County's Technology Services Department.

The Library Network Technology Analyst is also responsible for maintaining system security, resolving problems with vendors, and operating and administering the internet connectivity in the Library Support Services office and at member libraries. The incumbent recommends and implements library network procedures and coordinates with member libraries to update and install library computer systems.

The Library Network Technology Analyst differs from the Library Network Manager in that the latter has responsibility for supervision of employees including technical, professional, and clerical staff. It also differs from Technology Services Department classifications which focus on the County's technology operations and administration.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Acts as primary point of contact for vendors and local LINCC staff as it relates to server and network administration needs; acts as liaison for County, ESD, and City IT staff, and other technical working groups.
2. Researches, designs, recommends, purchases, installs, and maintains servers for member libraries and program office; installs operating systems and configures servers to support

various software needs; maintains and upgrades servers and systems as necessary; installs, configures upgrades, maintains, and tests application software.

3. Creates, implements, and revises disaster recovery procedures for library data, and monitors daily operations of servers; manages server equipment and offsite backup; monitors resources to identify vendor updates, security bugs, problems, patches, and solutions related to network and server administration and security.
4. Researches, designs, recommends, purchases, installs and maintains all networking infrastructure necessary to connect member libraries and program office to the internet and ILS, including managing switches, network health monitoring and bandwidth utilization software; implements data security policies and corresponding hardware & software; coordinates with County Network Designer and Internet Provider (Clackamas ESD); prepares RFP for library networking needs, analyzes responses, recommends vendor and equipment purchases to the Library Network Manager.
5. Identifies, responds to, and resolves PC and application issues on-site and via remote access, which includes on-call after-hours support as assigned; collaborates with telecommunications vendors to resolve problems in linking member libraries to the network in ILS.
6. Recommends, purchases, installs, and manages Wi-Fi systems for participating LINCC libraries; performs integration procedures for DHCP and DNS servers.
7. Assists in the administration of self-checks, RFID pad readers, and automated materials handling (AMH) system.
8. Attends meetings of technical library groups; advises Library Support Services staff and member library staff on status of projects; leads the work of volunteers.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Principles and techniques of IT networking and server equipment, configuration, maintenance, and administration; hardware including managed switches and servers; server operating systems and application servers; Domain Name Services; email server administration; server backup procedures; storage devices, software diagnostics and corrective methodologies; network health monitoring and bandwidth utilization software for trend analysis; data transfer utilities applications; methods and procedures of software design, development and maintenance; procedures for installation, repair, and maintenance of servers, microcomputers, and related equipment.

Working knowledge of: Computing equipment and peripherals including printers, graphics, communications and related software; operational characteristics of data processing equipment and peripherals; applicable programming languages; principles and techniques of network security including firewall and Intrusion Detection Systems (IDS); disaster recovery techniques; mathematics, algorithms, and logic; English grammar and writing techniques.

Skill to: Analyze complex technical problems and provide logical and effective solutions; read, interpret and apply technical information from resource manuals; plan, organize and document complex library network related activities and to configure systems to be consistent with County policies and procedures, as policy permits; research computer trends and make

recommendations for future system changes; communicate effectively, both orally and in writing, including communicating technical information to non-technical users; establish and maintain effective working relationships with library staff, county and city employees, vendors, and the public; provide customer service under tight deadlines.

WORKING CONDITIONS

Incumbent typically works in a variety of setting and locations. Work requires the ability to bend, crawl, climb, stoop and be available at sites to provide client support in the installation, repair and maintenance of hardware and software. Incumbent must be able to lift or move personal computers, servers, and peripheral equipment which may weigh up to fifty pounds.

Frequently works early and late hours and/or holidays to meet timelines, provide off-hour upgrade and maintenance, and respond to emergency situations.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of six (6) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None Required.

PRE-EMPLOYMENT REQUIREMENTS

Must successfully pass a criminal history check which may include national or state fingerprint records check.

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.