

LA LAW LIBRARY JOB DESCRIPTION

Title:	Systems Administrator I
Department:	Information Technology
Focus:	Systems Administration
Reports to:	IT Director
Position Supervised:	None
FLSA Status:	Exempt
Salary Grade:	4
Union Status:	Ineligible for Representation
Effective Date:	6-3-2024

Position Summary

Under the direction of the IT Director, provides IT support and maintaining the Library's network infrastructure, making sure that IT operations are running smoothly and efficiently. Responsible in updating hardware and software packages, revising documentation, installing computer and network systems, removing malware and other security threats, monitoring computer system back-ups and preventing data corruption.

Responsibilities and Duties

Main Duties

- Serves as an effective technical resource to clients, both internal and external, providing assistance with hardware, software or general technology issues and requests while exercising good judgment, patience and tact.
- Facilitates the implementation of new technologies within the organization.
- Troubleshoots issues independently with software and hardware tools and provide timely resolution.
- Conducts regularly scheduled maintenance visits to Branch and partnership locations within Los Angeles County using personal vehicle.
- Maintains accurate documentation of system configurations, procedures and troubleshooting steps.
- Follows all library policies and procedures and maintains a professional attitude/image at all times.
- Works with team members to conduct periodic audits of all technology assets.
- Actively participates in all required staff meetings.
- Completes projects and assignments efficiently and in a timely manner.
- Maintains current knowledge of industry-related applications, upgrades, and trends through continued training and self-study in order to grow professionally and support the overall technology goals and objectives of the Library.

Back-Up Monitoring

- Monitors daily backup logs for successful completion.
- Identifies and documents issues and notifies appropriate team members.
- Performs routine data back-ups and ensure data integrity.
- Assists in implementing and managing backup and disaster recovery solutions

Other Responsibilities

- Provides basic training on the use of Library-provided software and hardware as needed.
- Facilitates the implementation of new technologies.
- Prepares meeting facilities (e.g. Training Room, conference room) ensuring equipment readiness for projector, laptops, teleconferencing unit, and/or AV equipment.
- Adheres to deadlines, monitors and summarizes progress of assigned projects.
- Conducts routine preventive maintenance on copiers by coordinating with contractor for scheduling of routine maintenance calls as well as coordinating service repair activities.
- Serves as contact with equipment maintenance company;
- Performs other duties as assigned.

Position Qualifications

Required

- Bachelor's degree with emphasis in Computer Information Systems, Computer Programming, Network Systems Administration or equivalent certifications (A+, MOUS, MCP, Network+) or any equivalent combination of education, training and experience which provides the requisite knowledge, skills.
- Minimum of two years' experience in IT.
- Strong understanding of computer systems, networking, and IT infrastructure.
- Proficiency in troubleshooting hardware and software issues.
- Excellent written and oral communication skills with people at all levels of computer experience.
- Proficient analytical and problem solving abilities.
- Ability to work both independently and as part of a team.
- Ability to exercise sound judgment and make independent decisions in accordance with established guidelines and procedures.
- Ability to travel between main and branch locations within Los Angeles County as needed for onsite support.
- Customer friendly attitude and outgoing personality.

Preferred

- Some familiarity with one or more of the following: VMware Virtual Enterprise Environment, Voice Over IP Phones (VOIP), Wireless technologies and/or Document Management Systems.
- Have at least 5 years of more experience in IT.
- Broad knowledge of Network Infrastructure and Firewall.

Work Environment

Will be working in a busy office environment and travelling from time-to-time to branch and partnership locations within the County of Los Angeles.

Physical Abilities Required

- Ability to push, pull and/or lift up to 50 lbs.
- May require bending, stooping, reaching, twisting and crawling.
- Must be able to move from one branch or partnership location to another.
- Some exposure to adverse environmental conditions such as dust and/or odors.
- Sitting at a desk: short time, 15 minutes and/or medium, 15-45 min. on a regular basis; on rare occasions, to complete complex projects or tasks, long periods of 45+ min. may be required.

Approvals

_____	_____	_____	_____
Immediate Supervisor	Date	Director	Date
_____	_____	_____	_____
Human Resources	Date	Executive Director	Date



Statement of Employee

I understand the position and its responsibilities and expectations as described above. The above statements describe the level of work performed in general terms. The statements are not intended to list all the responsibilities, duties and/or skills required of employees so classified. The content herein is subject to change, with or without due notice.

Signature _____ Date _____

Print Name _____

Distribution: Original - Human Resources, Copies - Supervisor, Employee