

## **Yakima Valley Libraries**

### **IT Systems Analyst**

#### **FLSA: Non-Exempt**

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#### **Job Purpose and Summary**

Analyzes and monitors technology systems; plans and leads assigned technology projects; maintains inventory records of computer hardware; assists with network administration and support; provides computer hardware, software, and peripheral installation and support to all Yakima Valley Libraries locations and staff. Contributes to the development of the Library's strategic direction; develops and executes library plans, which advance YVL's strategic goals. Cultivates a strategic, anticipatory mindset in responding to complex issues in a changing environment.

#### **Supervision Received and Exercised**

Receives general supervision from assigned management staff.

#### **Essential Duties and 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.*

- Analyzes and monitors technology systems, then submits any suggested changes, including replacements or additional systems, feature additions, upgrades, etc., to the Information Technology Manager for review.
- Under the direction of the Information Technology Manager: coordinates with department staff to develop and lead plans for implementing assigned technology projects.
- Researches sources for needed equipment and software; makes recommendations for purchase and replacement; assists in the development and implementation of replacement schedules.
- Documents procedures and routines by creating, maintaining, and updating procedure manuals and other forms of written documentation.
- Responds to requests for assistance with computer hardware and software sent by Yakima Valley Libraries staff members. Maintains helpdesk records.

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- Assists in monitoring, operating, installing, configuring, maintaining, securing, and documenting server and network hardware, software, applications, related equipment, and connectivity that support various applications and activities throughout the library system.
- Assists staff in the training and use of computer hardware and software.
- Keeps abreast of technological developments by attending seminars and educational programs and reading periodicals and specialized literature.
- Attends meetings and participates in various committees as assigned.
- May participate in the creation and communication of the vision and strategic priorities of the library.
- Performs other duties as assigned.

### **Required Qualifications**

- Associate of Science (or Arts) degree in computer science, information technology, or related field.
- Five years of computer, servers, software, network, and networking equipment support experience
- Five years of technology-related project management experience.
- A valid Washington driver's license and normal risk insurability.

### **Preferred Qualifications**

- Bachelor's degree in computer science, information technology, or related field.
- Two years of cybersecurity-related experience in a networked environment.
- Two years of experience working in libraries.

### **Knowledge of:**

- Advanced knowledge of the principles and practices of goal setting and project management.

## **FINAL**

- Fundamentals of technology forensics and cybersecurity.
- Knowledge of Microsoft Active Directory, automated distribution of desktop environment settings using Group Policy, computer disk imaging, and other technology to speed distribution and maintain uniformity of the desktop environment.
- Operating systems currently in use by Yakima Valley Libraries, and of wide and local area networks. Network troubleshooting; LAN and WAN equipment such as firewalls, switches, routers, VPN Endpoints and Client software.
- Implementing and maintaining network monitoring systems and devices.
- Network storage, backup, and file service.
- Designing, implementing, and maintaining UNIX/Linux and Microsoft Windows operating systems, software, and equipment.
- Familiarity with programming languages and Windows and Linux/Unix operating systems.
- Exchange, IIS, and other Back-Office applications and server environments.
- Installation, maintenance, and support for firewalls, routers, switches, and related equipment.
- Knowledge and support of the principles of intellectual freedom.
- English usage, spelling, grammar, and punctuation.
- 13. Principles and procedures of record keeping.
- 14. Current office methods, equipment, practices, and procedures, including PC usage. Expert-level knowledge of word processing, spreadsheet, other office productivity products, report writing, emailing systems, and web-based searching.

### Skill in:

- Excellent interpersonal skills, patience, and a genuine desire to help people with technology challenges.
- Keyboarding, word processing, or entering data at a speed and accuracy level necessary for successful job performance.

## **FINAL**

- Developing and maintaining good working relationships.
- Listening to, understanding, and interpreting information received from library customers and library employees.

### Ability to:

- Gain thorough knowledge of Yakima Valley Libraries' policies, procedures and programs.
- Learn and practice the principles of intellectual freedom.
- Represent Yakima Valley Libraries in a positive, responsive manner to the public, volunteers, and supporters.
- Operate, repair, and maintain relevant computer systems, including hardware and software.
- Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.
- Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time.
- Keep all relevant parties informed of all major issues and to recommend changes as appropriate.
- Work and communicate effectively with diverse staff in numerous locations in order to accomplish library goals and objectives.
- Respond to requests for assistance to remedy staff library technology issues outside of normal library hours.
- Obtain and maintain a valid Washington driver's license.
- Attends work on a regular and dependable basis.

### **Work Environment and Physical Demands**

- Normally seated, standing or walking at will.

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- May include driving alone up to 120 miles to branches within Yakima Valley Libraries service area.
- Normal physical activity, including some bending, pushing, pulling, and lifting and carrying, which may range up to 50 lbs. upon occasion.
- Keyboarding and working at a computer monitor are required.
- Phone usage, reading, speaking, and listening required.
- Interaction with library customers and other library staff members will be necessary to provide information, support programs, or resolve situations or problems.
- May at times have unsupervised access to children under the age of 18 or a vulnerable adult or person.
- Interaction with Library customers and other staff members will be necessary to provide information, support Library programs, or resolve situations or problems.

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Signature

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Date