

Job Title

Network and Enterprise Support (NES) Administrator (Step 29; Starting Salary \$17.50/Hour)

Classification

Professional I; Full Time

Definition

The Wisconsin Valley Library Service (WVLS) Network and Enterprise Services Administrator (NES Admin) is responsible for providing professional and courteous computer hardware, computer software, and basic network support and services to WVLS staff as well as thirty-six remote locations (public libraries and/or branches) in seven counties. This position provides technical support for libraries onsite and via telephone, email, and remote access. The NES Admin is supervised by the Director and IT Director and is responsible for reporting regularly to both the Director and IT Director.

General Duties/Examples of Work:

- Provides professional and courteous technical support to WVLS staff onsite and to WVLS member library staff remotely.
- Provides workbench or onsite computer repair services for WVLS and member library computers.
- Manages production network environment and application services.
- Tracks and documents individual support issues using WVLS helpdesk platform.
- Creates and maintains technical and operational documentation for Network and Enterprise Services.
- Works with WVLS Technology Team to assess and evaluate current practices and tools and provides recommendations for new tools and updating best practices.
- Performs other activities as requested by the Director and/or IT Director.
- Regularly engages in professional development activities.

Knowledge, Skills, and Abilities

- Advanced knowledge of MS Windows desktops (Windows 7 and later) and MS Office suites (2007 and later).
- Advanced knowledge of basic local area wired and wireless networking.
- Working knowledge of wide area networking, router and firewall configuration, subnet planning and management, and VLAN implementation and management.
- Proficient with Active Directory, permissions, file and printer sharing, and Windows Client/Server environments.
- Proficient with analytical and troubleshooting skills.
- Strong interpersonal skills and ability to foster and maintain cooperative and courteous working relationship with WVLS, partner library systems, and library personnel.
- Ability to professionally interact with users and to work effectively and cooperatively as a team member.
- Strong written/oral communication skills and demonstrated ability to present complex technical issues to internal and external colleagues and end users who possess varying degrees of technical experience.
- Strong customer service orientation and skills with a commitment to quality, accuracy, and efficiency.
- Proficient in identifying and solving technical problems.
- Ability to perform assigned tasks independently and at times with minimal supervision.
- Must have a valid Wisconsin driver's license and means of transportation. Must be able to travel in-system and/or to state-level functions.

Education and Experience

- 5+ Years of technical support and/or customer service work experience.
- 2+ Years of applications administration and advanced networking experience.
- Degree in Computer Sciences, Network Administration, or Technical Support preferred.
- Preference given to applicants with Microsoft Windows Server 2012 (or later); applications management-, network-, and/or network security-related certifications.

Mental Requirements

- Analytical Skills: Resolve novel and diverse work problems; identify problems and potential areas for improvement; utilize available information sources in decision making; develop feasible, realistic solutions to problems.
- Communication Skills: Effectively communicate ideas and information both in written and oral forms and in Standard English; receive incoming information with sometimes erroneous statements or misuse of terminology and be able to process it and work through the conversation successfully, maintaining a positive attitude and demeanor.
- Reading Ability: Effectively read and understand information contained in professional resources, documentation, memoranda, reports, and bulletins.
- Mathematical Ability: Perform basic arithmetic [addition, subtraction, multiplication, division] without aid of a calculator.
- Time Management: Manage multiple support incidents, set priorities, and meet project and assignment deadlines.

Physical Demands

- This position may involve these physical tasks: To occasionally sit; use hands to write, grasp, use hand held tools, and type; talk; hear; stand, walk, and reach with hands and arms; and lift and/or move up to fifty (50) pounds.
- Specific vision abilities which may be involved with this position include close vision, distance vision, depth perception, and ability to adjust or focus.
- The ability to drive is required.

Work Environment

- Extremely friendly and courteous staff and supervisors.
- Heated and air conditioned office environment. Noise level is usually low to moderate.
- Computer equipment may need to be lifted and carried and placement of equipment may lead to being in awkward positions or circumstances on occasion.
- Travel may be required for various reasons including (but not limited to) on-site work at member libraries or at the Regional Data Center; conference, workshop, and/or educational venue attendance; and collaborative efforts with other library systems.