Position Announcement: System Administrator

The Linda Hall Library, one of the world's foremost independent research libraries devoted to the support of research and scholarship in the fields of science, engineering, and technology, is seeking applicants with the knowledge, skills, and patience needed to manage and maintain a donor database system and related donor relationship and event software tools.

Reporting to the Head of IT Services, the System Administrator helps achieve the objectives of the Library by implementing new technological solutions, maintaining existing systems, and resolving staff and patron technology requests. The IT staff work together as a team and develops partnerships with each Library department. Critical skills include the ability to function effectively in a team environment, flexibility, the capacity to embrace change in a dynamic and evolving organization, and a facility for cross-departmental communication and cooperation.

Responsibilities:
- Diagnose and resolve staff and patron technology requests.
- Manage, execute, and verify backups for the Library's server environment.
- Setup, configuration, and deployment of PCs and peripherals for patrons and staff.
- Manage and configure the Library's phone system.
- Assist in managing the Library's network.
  - Physical connectivity
  - Switch, router, wireless AP, VPN, and firewall configuration and maintenance
- Assist in managing the Library's server infrastructure including physical servers, virtual servers, hypervisors, and SAN storage system.
- Assist in managing the Library's email infrastructure including Office 365.
- Assist in system upgrades including requirements gathering, testing, and deployment.
- Assist in the installation, configuration, and management of purchased systems such as:
  - Enterprise accounting
  - Digital resource content management
  - Interlibrary Loan
  - Apache based websites
  - SQL Server and MySQL based databases
- Perform routine maintenance on all technology equipment managed by IT Services including the review, planning and deployment of client and server patches.
- Serves as the backup to the Head of IT Services in responding to technical emergencies outside of normal working hours.
- Other duties as assigned.

Qualifications and Essential Skills:

- At least 3 years of relevant IT experience in the following areas:
  - Windows and Linux server setup, configuration, and maintenance experience
  - VMware server virtualization infrastructure
  - Windows and Macintosh PC setup, configuration, and maintenance experience
  - Microsoft Exchange administration
  - Microsoft Active Directory administration
  - Network administration
- Strong, personable communication skills with staff, patrons, and vendors.
- Exemplary integrity, especially regarding the handling of confidential data.
- Commitment to reaching organizational and departmental goals with excellence.
- Confidence and adaptability in learning new client, server, and specialized technologies.
- Ability to consistently exercise sound judgment in a crisis or while pursuing project goals.
- A high degree of accuracy and precision in executing daily server environment tasks.
- High initiative with strong prioritization and organizational skills.

Work Conditions:

- Work is performed in an office setting as well as throughout the facility.
- Ability to move between floors and departments within the library.
- Ability to lift and carry computer equipment weighing up to 50 lbs.
- Ability to maintain and place equipment on shelves or under desks which may require stretching or crawling or use of a step stool.
- Ability to work a significant portion of the day sitting, interacting with a computer monitor.
- Ability to periodically perform technology maintenance outside of normal staff business hours.