CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Library Systems Analyst** **UNION:231**
SG:5
DEPARTMENT: **Information Technology Services** **CS: N**
FLSA: N

EEO4/SOC:TE/15-1244

JOB SUMMARY:

The Library Infrastructure Systems Analyst is responsible for the Information Technology-related infrastructure, applications, systems, and services of the Bellingham Public Library. Oversees and performs technical evaluation, installation, integration, maintenance, and support for software systems at the Bellingham Public Library, and the variety of computer and network systems that support the City and County Library technology services. Coordinates with stakeholders including the Bellingham Public Library staff, the Library Board of Trustees, Whatcom County Library staff as well as vendors and other resources. Collaborates with application/database/network technical staff on projects as needed. May provide back-up support for other Information Technology systems. Researches and identifies appropriate technology solutions for Library business function needs, provides long range planning, and recommends best practices and new technologies. Provides leadership and project management for system upgrades and replacements. Draws from expressed needs of all clients at all levels of the organization and coordinates with user agencies and departments on implementation and maintenance of major systems. Participates in the procurement process including research, developing detailed requirements and requests for information, performing analysis, making recommendations on potential software acquisitions and negotiating contracts.

At the direction of the IT Technical Services Manager and IT Technical Services Systems Supervisor; defines, implements, and audits policies and service standards related to Information technology services at the Bellingham Public Library.

SUPERVISORY RELATIONSHIPS:

Reports to the IT Technical Services Systems Supervisor. Works under general supervision and the guidance of applicable federal, state and local statutes, regulations, policies, procedures and contractual agreements. May provide technical guidance and day-to-day direction to lower-level staff, volunteers, interns and work study students, and directly supervises Technical Services staff as assigned.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Provides high quality, detailed administration, consultation, technical support and troubleshooting for Library databases, systems, and applications used by both City and County Library staff. Performs technology administration activities such as development, installation, upgrades, modifications, and data integrity. Works collaboratively with the Library Board of Trustees, Library Director, Head of Digital Services, and County Library representatives to identify and develop solutions in support of Library operations and workflows.

2. Provides leadership and project management for the procurement, installation, implementation and training of new system software and hardware. Develops requests for information (RFI's) and requests for proposals (RFP's). Reviews bids to ensure that vendors meet minimum requirements, evaluates and analyzes software systems and assists with software selection process. Performs cost benefit analysis as needed. Coordinates projects from development to

installation, testing, and training. Contributes to the development of vendor services, system maintenance and software license agreements. Maintains a close working relationship with vendors to identify and solve problems with technology services, systems applications, and software. Troubleshoots problems, makes corrective changes to existing configurations through consultation with vendor.

3. Serves as a member of IT cybersecurity team, responsible for establishing and maintaining security initiatives in areas of responsibility; responds to incidents and provides guidance to all levels of the organization. Conducts security reviews of City systems and ensures compliance with security standards. Participates in security incident responses. Conducts computer or network forensics to investigate and analyze why a breach or compromise occurred.

4. Oversees, prioritizes, assigns, monitors, and reviews the work of assigned technical support staff responsible for maintenance, troubleshooting, diagnosing, repairing, and deploying desktop computers, printers, and other peripherals at the Library. Provides training to employees on features and capabilities of Library software packages and assists employees with utilizing application software to meet their needs.

5. Analyzes system performance, monitors on-going problems with systems/software and recommends courses of action to address problems and ensure systems are meeting the needs of City and County Library stakeholders, and the community. Recommends system upgrades and/or system replacement. Participates in the development of Library departmental budgets, technology goals and priorities. Prepares and presents strategic technology plans.

6. Manages the physical and virtualized server infrastructure related systems and services for the library, which may include LAN/WAN infrastructure, virtual infrastructure management, directory services, Library Department storage management, offsite storage, wireless access, virtual private networks (VPN), firewalls, intrusion detection and prevention systems, mobility devices. Collaborates with Network Operations for the design, implementation, and maintenance of networking and server infrastructure.

7. Ensures data integrity of centralized applications. Runs tests, locates errors, corrects problem and updates files to ensure files function properly together. Prepares and maintains supplemental documentation for software. Performs installation of system and software upgrades using various systems administration tools.

8. Stays current with developments and changes in the related areas of the technology industry. Reviews and tests new services, systems, applications, hardware, and software for potential use by the Library. Maintains membership in several national and international user groups and attends State and International conferences for new technology.

9. Produces a variety of spreadsheets or management reports as requested by the Library or Information Technology Departments. Writes custom SQL queries or utilizes other reporting tools to gather requested data for reporting.

ADDITIONAL WORK PERFORMED:

1. Performs related work of a similar nature or level.

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):

Knowledge of:

- Project management.

- Design, development, and maintenance of complex application systems.
- Contract terminology and contract negotiations related to technology systems
- Setup and configuration of server hardware and TCP/IP networking infrastructure.
- Considerable knowledge of software applications and database theory.
- Strong knowledge of Windows Server operating systems
- Strong knowledge of Microsoft Active Directory and related technologies
- Working knowledge of Linux/Unix Operating Systems.
- Considerable knowledge of Library-related technology services, systems, applications, and software.
- Concepts involved in the operation of servers, client computers; peripherals, including printers, data communications and local area networks.
- Working knowledge of programming/scripting tools and utilities such as PowerShell and Python.
- Functions of City departments, standard City office operations and inter-departmental working relationships.
- Skills in:
  - Leadership
  - Planning and organization
  - Time management
  - Problem solving
- Excellent interpersonal skills for establishing and maintaining effective working relationships with City staff, division staff, and local, State and Federal agencies, as well as technology vendors.
- Excellent written communication skills for corresponding with City employees and vendors.
- Good researching, planning, organizing, problem-solving, and time management skills.

Ability to:

- Lead system application improvement and acquisition projects, including vendor management.
- Implement and administer databases.
- Collaborate with stakeholders.
- Work independently.
- Maintain absolute confidentiality.
- Analyze needs.
- Maintain consistent and punctual attendance.
- Develop comprehensive knowledge of services, software, applications, and technology supported by the City and Library.
- Comprehend and resolve the problems experienced by staff using technology solutions.
- Use diagnostic tools to troubleshoot software/hardware problems.
- Read and comprehend technical manuals and apply their contents to solving software and hardware problems.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Edit and review work of others for potential content issues/concerns.
- Train others.
- Physical ability to perform the essential functions of the job, including:
  - Move and transport approximately 40 pounds.
  - Develop, detect, diagnose and resolve application content to serve visually impaired individuals.
  - Detect and evaluate sound quality and distinguish tones.
  - Operate and detect information on a computer, keyboard, and other computer equipment.

WORKING ENVIRONMENT:

Works extensively at a computer workstation and in a computer server room. The work performed is in an office environment. May also work for long periods of time in a climate-controlled data center

environment. Work environment incudes a normal range of noise and other distractions with low everyday risks working around standard office equipment. The work involves occasionally inspecting cables/equipment in floors and ceilings to identify and solve problems, which can require ascending/descending ladders, entering tunnels, using lifts, and moving about on a rooftop to access equipment and cabling. Works with a variety of hand tools and computer diagnostic equipment to identify, repair and solve problems. Employees are required to use appropriate safety equipment and follow standard safety practices. Some travel to professional meetings is expected.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in computer science, information systems management, business computer programming, mathematics, or related field and:
- Three (3) years of progressively responsible experience in the analysis, design, implementation, and support of business software applications.
- Device management & security
- Printer management & security

OR

- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills, and ability to successfully perform the essential functions of the job will be considered.

PLUS

- Experience supporting the following technologies in a complex network environment is preferred:
  - Microsoft Network Environments such as Active Directory and/or Azure
  - Server Hardware & Network Virtualization (e.g., Hyper-V or vSphere)
  - Backup and Retention (e.g., Veeam or Commvault)
- Experience supporting specific library technology infrastructure and systems, and Library-centric applications listed below is preferred.
  - Self-Checkout
  - Collections Catalogs & Supporting Databases
  - Patron Management & Authentication

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing criminal convictions check, background Investigation and fingerprinting. Subject to re-check every five years.
- Valid Washington State driver's license and good driving record. Must provide a three-year driving abstract prior to hire.
- Willingness and ability to work extra hours or change hours as needed and to respond to evening and weekend callouts for emergencies or when special circumstances require.

PREPARED BY: D. Smith
05/23
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05/23

REVIEWED BY: D. Burdick, ITSD Director