Outagamie Waupaca Library System
Position Description

Title: Network Manager
Classification: Professional II

General Description:

The Network Manager serves as the principal technical resource person for the OWLSnet automation network and the OWLS office. This position is responsible for developing network maintenance and growth plans, creating annual project budgets related to technology, managing the IT staff, and keeping the management team up to date on the latest networking technologies that could help libraries succeed. The role involves extensive troubleshooting with member library staff both in the field and over the telephone. The Network Manager is supervised by the Director and is responsible for reporting regularly to the Director.

Specific Duties:

A. Administers and maintains OWLSnet network infrastructure including network servers, the wide area telecommunications network, and local area networks at the OWLS office and member libraries.
    1. Installs, administers, and provides diagnostic support for network servers and server software in order to maintain efficient operation of the network and minimize downtime.
    2. Works with telecommunications vendors to coordinate the provision of data circuits and associated hardware.
    3. Coordinates the installation, configuration, maintenance, and diagnostic support for network infrastructure including switches, firewall appliances, wireless access points, VPN, and routers.
    4. Works with outside consultants to develop and maintain an optimal network design including responsibility for maintenance of network addressing.
    5. Takes initiative in identifying and solving network problems. Coordinates after-hour and emergency support with other staff.

B. Maintains overall network security.
    1. Secures network by establishing and enforcing policies; defining and monitoring access.
    2. Administers procedures to monitor and maintain network security, e.g., account administration, firewall, operating system patches, antivirus software, backups.
    3. Monitors compliance with the OWLS Information Security Policy, recommends remedies for identified vulnerabilities, and recommends updates to policy as needed.
    4. Maintains current and accurate network topology documents and asset inventory for all in-scope system components.
    5. Manages deployment of OWLSnet cybersecurity training resources for staff and members.

6. Engages in continuous learning on best practices for cyber security and recommends improvements to the Director.

C. Provides customer service to enhance use of OWLSnet network and software services.
1. Provides extensive troubleshooting of network issues, both in the field and over the telephone, to staff of OWLSnet member libraries.
2. Writes and maintains automated scripts to assist in the operation of the network.
3. Recommends network enhancements of potential benefit to OWLSnet members to the Director for consideration.
4. Oversees implementation and support of OWLSnet software services such as PC time management and print management.
5. Informs other OWLS staff and, if appropriate, librarians, orally, in writing, or via email, about new or revised procedures, scripts, operations, and problems.
6. Consults with OWLSnet library staff regarding cabling, data circuits, network hardware, and other network issues.

D. Supervises computer support staff and collaborates with other staff on tech projects.
1. Supervises the Technology Coordinator and Computer Technician who provide computer hardware and software support to the staff of OWLSnet member libraries.
2. Assists computer support staff in the selection and acquisition of PCs and maintains an inventory of this equipment.
3. Assists staff with maintaining computer hardware and peripherals, performing or arranging for necessary repairs.
4. Works with other members of the OWLS professional staff to support system programs and services.
5. Coordinates and collaborates with IT staff at member organizations.

E. Performs other duties, as assigned or required, including, but not limited to the following:
1. Recommends to the Director and, on approval, implements special projects that will enable the system to meet its goals more efficiently and effectively.
2. Participates on statewide IT workgroups and committees and recommends system participation in collaborative projects as appropriate.
3. Regularly engages in activities that promote professional development.

Requirements:

- Associate degree (specializing in computer sciences and networking) or equivalent certifications and experience.
- Three to five years of professionally responsible experience in computer information systems; especially related to network administration and provision of services in a public environment, WAN/LAN configuration, and workstation hardware and software.
- Strong customer service orientation and skills.
- Ability to handle multiple projects and deadlines.

- Knowledge of Windows OS, Windows Server OS, Linux OS, TCP/IP, cabling, telecommunications basics, networking (LAN and WAN), firewall policy management, and advanced personal computer usage and configuration.
- Ability to gain a working understanding of current and developing technologies as they relate to public library operations and services.
- Willingness to develop and maintain skills in the above mentioned areas through appropriate participation in in-service, continuing education and certification activities.
- Excellent communication skills needed. Must be able to work comfortably, patiently, and helpfully with people whose computer skills range from negligible to advanced.
- Valid Wisconsin driver's license or ability to obtain one, reliable means of transportation to rural locations, and willingness to travel to member libraries.
- Because of the nature of this position, the employee must perform some duties outside of normal business hours and be on call for after-hours support.
- Willingness to attend relevant statewide, regional, and national meetings and conferences.
- Must be able to lift and carry computer equipment and work in awkward positions and circumstances on occasion, e.g., under desks.

Desirable Background

- Bachelors Degree in IT or related program.
- General scripting and programing skills.
- Experience in administration of Office 365
- General knowledge of best practices in cyber security
- Coaching skills, including the ability to clearly and patiently explain how and why tasks are to be performed.
- Some knowledge of libraries and library automation systems.