



TOLEDO
LUCAS COUNTY
PUBLIC
LIBRARY

IT Infrastructure and Network Analyst

Location: Information Technology

Salary Range: (R09) \$74,599 - \$104,511

Status: Full-Time (Full-time is 37.5 hours per week.)

Deadline: Open until filled.

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Position Summary

Under the direction of the IT Manager, the IT Infrastructure and Network Analyst is responsible for the performance and security of the network, including 1) an internet circuit from OPLIN, 2) WAN ethernet circuits to each branch, 3) the data center's core electronics and appliances, 4) edge switches and WAPs, 5) network security, 6) enterprise backup system, 9) hosted VoIP phones, messages, and mobile phones.

The position serves as a member of the Agency's engineering team, which helps standardize technology solutions, departmental procedures, and policies and helps to select core library applications and services.

Primary Responsibilities

1. Administer the network environment, including the internet, LAN, WAN, dual firewalls, routers, VPN, packet-shaper, email, email relay, VLANs, wired and wireless networks, Meraki WAPs, etc. This includes in-house-related engineering, research, installation, and configurations of many of these services.
2. Participate in capital projects as needed during the engineering and installation phases to confirm that the building support systems are correct for receiving the technology devices.
3. Contribute to the development and enforcement of information security policies, standards, and procedures.
4. Follow the purchasing guidelines to procure all hardware and software.
5. Monitor security alerts and incidents, investigate root causes, and implement timely and effective responses.
6. Monitor industry websites or publications for information about patches, upgrade releases, or potential problem identification
7. Monitors daily, monthly, and yearly backups. Assists and provides any changes that may be needed to ensure the library has successful backups.
8. Works with contractors / vendors to resolve hardware, network, and software problems.

9. Monitor and maintain VoIP phone system, voice mail, and cellular devices.
10. Promptly act upon emergency outages and support calls during and after work hours.
11. Actively supports diversity, equity, and inclusion and promotes a culture where all staff and customers belong.
12. Other duties as assigned.

Qualifications

Knowledge/Skills

1. Proficiency in network configuration tools and scripting languages (e.g., PowerShell, Python) is a plus.
2. Strong knowledge of network security, vulnerability management, and incident response.
3. Strong knowledge of Cisco hardware and software, which includes Cisco IOS, firewalls (FTD / FMC), core and edge switches, and Meraki WAPs
4. Strong understanding of TCP/IP networking protocols (DNS, DHCP, etc.).
5. Strong knowledge of enterprise backup software and hardware.
6. Strong knowledge of analysis, design, and implementation of complex network and telecommunication systems
7. Ability to prioritize workflow.
8. Ability to communicate tactfully and courteously with the public and all levels of staff.

Training/Experience/Education/Certification

1. A minimum bachelor's degree in computer science or information technology. (Required)
2. Five (5) years or more experience working in a data center environment.
3. Certifications in the technical field, which may include Microsoft Certified Professional (MCP), Cisco Certified Networking Associate (CCNA), CompTIA (Network+, A+)
4. Valid driver's license; must be insured and meet Ohio's minimum coverage requirement for auto insurance.
5. Must meet insurance eligibility requirements of the library's insurance carrier under the Library's Motor Vehicle Use Policy.
6. May be required to drive library-owned or non-library-owned personal vehicles regularly on behalf of the library business.

Physical Requirements

An employee must meet the physical demands described here to perform the major responsibilities of this position successfully. Travel within the county is required and rarely required outside of the county. Less than 10% of time is spent exerting physical energy.

Work environment

The work environment characteristics described here represent those an employee encounters while performing the major functions of this position. Evening/weekend hours are/may be part of the regular schedule.

BCI/FBI Criminal Background Record Clearance and MVR history are required.

A drug screen is to be completed before the start date.