

**Department:** Library  
**Title:** Network & Cybersecurity Analyst  
**Division:** Data Services  
**Reports To:** Information Technology Manager  
**Date:** February 2023  
**Status:** Exempt

*The library reserves the right to modify this and every job description in whole or in part at any time.*

### **Work Schedule**

Full time; on call for emergencies except for approved vacation, personal or medical leave.

### **General Job Description**

The purpose of this professional position is to administrator and ensure security of the Library's computer networks and back-end data center infrastructure, and oversee daily information Technology department activities. Performs the duties of IT Manager in his/her absence as directed. Position performs confidential tasks, and exercises significant latitude to make independent decisions and commit resources accordingly. The work is performed under the direction of the IT Manager.

### **Primary Duties**

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

### **Network:**

Administer the Library's LAN/WAN policies and procedures. Assist in policy and procedure development and recommendation.

Monitor network performance and audit network reports; makes necessary adjustments and recommendations; troubleshoots LAN/WAN problems including hardware, software and user problems; assists users with network systems.

Install, test, and troubleshoot problems with communication hardware and cabling including CAT5/6, fiber optics, and wireless.

Read and analyze technical network documents and makes recommendation to the IT Manager and/or implements changes accordingly.

### **Servers:**

Engineer, build, configure, implement and administrator Microsoft Windows Servers

Engineer, build, configure, implement and administrator SCALE HC3 Hyperconverge Servers

Engineer, build, configure, implement and administrator storage SAN's

Engineer, build, configure, implement and administrator Linux Servers

Engineer, build, configure, implement and administrator NAS Servers

**Applications:**

Installs, configures and administers applications including web servers, and databases

Engineer and administer Microsoft Active Directory (AD) and Domain Name Services (DNS)

Administer and maintain a variety of end-user applications

**Security:**

Administer, manage, and implement Library Cyber Security policies and procedures

Assist with the development and maintenance of technical system documentation and cyber security documentation including presentations, system diagrams, and reports. Document security procedures and standards as required to support security policies.

Log, analyze and report on security incidents

Engineer, manage and configure anti-virus software systems

Review and respond to reporting from security tools, including IDS, firewalls, VPN, Vulnerability assessment tools and anti-virus

Coordinate Cyber incident response within the IT department, external agencies and law enforcement as required

Lead and/or assist with investigations as required during the course of security incidents including forensics, diagnosis, repair and recovery

Maintains hardware, software, data, and network security

Administers and controls network access, provisions user accounts, email addresses, passwords, and grants and revokes network privileges

Follow procedures and security protocols in order to safeguard sensitive data

Read and analyze security documents and makes recommendation to IT Manager and/or implements changes accordingly

Conduct and/or participate in information risk and vulnerability assessments, implement approved risk analysis tools to address findings from risk assessments

Coordinate with partner agencies such as MS-ISAC and FBI

Assists in confidential investigations, including data retrieval of employee computer systems, which may result in disciplinary measures of an employee

Monitors, schedules and performs regular patch installation of software, hardware and operating systems

Administer, manage and implement disaster recovery policies and continuity of business plans based on the needs of the organization

Performs internal risk assessments of IT infrastructure and software

**Other:**

Configure, administer, monitor and install Library backup and disaster recovery infrastructure, IT environmental control systems, and IT backup power supply systems

Performs and directs the performance of preventative maintenance tasks of IT infrastructure

Install and maintain security cameras

Provide level III Help Desk assistance and provides formal training to users. Responds to calls from employees on all issues

Maintains regular and predictable on-site attendance

Participates in on-call rotations to provide 24/7 coverage. Additional work beyond the normal working hours, including weekends, will be required for this position

**Additional tasks and Responsibilities**

Install and maintain network and workstation hardware and software

Writes and modifies scripts to assist with day to day duties

Diagnose hardware, software and operator errors; recommend or perform remedial action to correct problems; repair hardware or refer to appropriate technical support vendor

Maintain knowledge in the technology field by attending on-going training courses and/or conferences.

Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of all our libraries.

**Qualifications**

- Bachelor's degree in computer science, MIS or a related field with two to three years of related experience, or any combination of education and experience that provides equivalent knowledge, skills and abilities.
- Demonstrated experience in LAN/WAN networking.

- Experienced in configuring and administrating Active Directory, Storage, NFS and Samba, Desktop Imaging of Computers, Windows 2016 servers, Networking Equipment, SCALE HC3, VOIP, and Fortinet firewalls.
- Outstanding customer service skills.
- Good oral and written communications skills; fluent in English.
- Personable, with good professional image, and strong organizational and technical skills.
- Patience and respect for all staff members and patrons is mandatory.
- Valid driver's license.

### **Physical Demands**

- Requires full range of body motion including standing, sitting, bending, walking, stooping, and reaching in tight places.
- Position involves lifting and carrying at least forty to fifty (40-50) pounds and the ability to push at least one hundred (100) pounds on wheels.
- Manual dexterity; ability to operate computer keyboard and mouse.
- Good vision; correctable to 20/20.
- Clear speaking voice and good hearing.

### **Service Expectation for All Library Employees**

Service, both to our public and internally, is the highest priority for the organization. For positions in public service roles, employees are expected to be scheduled at a public service point for up to 50% of their workweek. For positions where providing programming is a primary duty, up to 25% of work time may be scheduled at a public service point. On occasions of staffing shortages, employees may be required to cover desk shifts beyond the basic percentages listed. Employees in roles without regular public-facing duties may be called upon to assist with tasks outside of their usual work, including but not limited to working public service points or providing support in another way so that coverage may be achieved.

### **General Requirements for All Library Employees**

- Ability to project workplace image of specific job title
- Ability to adapt to change
- Ability to develop and maintain positive working relationships with co-workers
- Ability to comprehend and follow library policies and procedures
- Ability to develop an awareness of library-wide operations
- Ability to exercise good judgment at all times
- Ability to meet physical requirements of specific job title
- Participates in monthly staff, department & management team meetings

### **Job Performance Standards**

- Actively supports La Crosse Public Library's mission.
- Maintains patron confidentiality and library rights.
- Adheres to library guidelines, work rules and other employee policies.

- Conveys a courteous and professional attitude.
- Fosters and maintains positive public relations for the library within the community.

### **Required Talents & Leadership Competencies**

**Talents:** service, ethics, arranger, responsibility, creativity, empathy, persuasion

**Leadership Competencies:** vision, strategic thinking, conflict management, continuous learning, flexibility, team building, customer service, interpersonal skills, oral and written communications

### **DEFINITIONS FOR REQUIRED COMPETENCIES**

#### **Talents**

- **Service:** a drive to be of service to others
- **Ethics:** a clear understanding of right and wrong which guides actions
- **Arranger:** an ability to orchestrate
- **Responsibility:** a need to assume personal accountability for work
- **Creativity:** ability to break existing configurations in favor of more effective/appealing ones
- **Empathy:** an ability to identify the feelings and perspectives of others
- **Persuasion:** an ability to persuade others logically

#### **Leadership**

- **Vision:** Takes a long-term view and acts as a catalyst for organizational change; builds a shared vision with others. Influences others to translate vision into action.
- **Strategic thinking:** Formulates effective strategies consistent with the business and competitive strategy of the organization. Examines policy issues and strategic planning with a long-term perspective. Determines objectives and sets priorities; anticipates potential threats or opportunities.
- **Conflict management:** Identifies and takes steps to prevent potential situations that could result in unpleasant confrontations. Manages and resolves conflicts and disagreements in a positive and constructive manner to minimize negative impact.
- **Continuous learning:** Grasps the essence of new information; masters new technical and business knowledge; recognizes own strengths and weaknesses; pursues self-development; seeks feedback from others and opportunities to master new knowledge.
- **Flexibility:** Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles. Adjust rapidly to new situations warranting attention and resolution.
- **Team building:** Inspires, motivates, and guides others toward goal accomplishments. Consistently develops and sustains cooperative working relationships. Encourages and facilitates cooperation within the organization and with customer groups; fosters commitment, team spirit, pride, trust.
- **Customer service:** Balances interests of a variety of clients. Readily readjust priorities to respond to pressing and changing client demands. Anticipates and meets the need of clients. In committed to continuous improvement of services.

- **Interpersonal skills:** Considers and responds appropriately to the needs, feelings, and capabilities of different people in different situations; is tactful, compassionate and sensitive, and treats others with respect.
- **Oral communications:** Listens effectively and clarifies information as needed. Facilitates an open exchange of ideas and fosters an atmosphere of open communications.
- **Written communications:** Expresses facts and ideas in writing in a clear, convincing and organized manner.