Work Where Science Lives

Linda Hall Library, one of the world’s foremost independent research libraries devoted to science, engineering, and technology, is seeking a **System Administrator** to join its small but dynamic IT Services team.

Our Mission

The Linda Hall Library is a guardian of the collective intellectual heritage with regard to science, technology, and engineering disciplines, a destination for advanced research and scholarship, and a center for public education in the sciences. Additionally, the Library’s grounds are maintained as an urban arboretum that is open to the public for education and enjoyment.

Why Work at Linda Hall?

The Library’s collections, programs, and extraordinary talent makes it a place where people of all backgrounds and interests can learn, invent, and explore. The brilliant and collaborative team at Linda Hall Library inspires and engages with a curious public, illuminating the connections between our collections, science, and contemporary life.

Work at a place unlike any other, surrounded by rare books, nature, and great colleagues.

JOB PURPOSE

Reporting to the Head of IT Services, the System Administrator is an expert and professional who helps achieve the objectives of the Library by implementing new technological solutions, maintaining existing systems, and resolving staff and patron technology requests as they arise. The System Administrator is a trusted staff partner who works collaboratively within a small IT team and will work with each Library department.

KEY ACCOUNTABILITIES/ESSENTIAL FUNCTIONS

1. **Server Management:** Installs, deploys, patches, and maintains Library server environment including physical, virtual, hypervisor, SAN storage and cloud based equivalent systems. Manages backups of the server environment including configuration, monitoring and verification.

2. **Microsoft 365 Administration:** Collaborates with the IT team to administer the Library’s Microsoft 365 systems including Exchange Online, OneDrive, and Teams. Research and continue the build-out of additional Microsoft 365 capabilities.

3. **Cybersecurity:** Maintains core Library cybersecurity systems such as endpoint security, server security, and firewall. Follows industry news to be aware of current attacks and vulnerabilities to assess and respond to Library vulnerabilities. Incorporating security mindfulness in all other responsibilities.
4. **Desktop Administration**: Setup, configure, deploy, and support the Library’s PCs and associated peripherals such as printers, docks, and specialized scanning equipment. Manage Microsoft and Third-Party software ensuring that patches are deployed in a timely manner.

5. **Network Administration**: Configure, monitor, and maintain the Library network including switches, wireless network, VPN, and wiring racks.

6. **Phone System Management**: Configure, monitor, and maintain the Library phone system including PBX, wiring, and devices.

7. **Applications Management**: Maintain, upgrade, and support a variety of general purpose and library specific software such as Apache and IIS webservers, SQL Server, MySQL databases, and ILLiad interlibrary loan.

8. **IT Planning**: Maintains awareness of technology trends and collaborates with Head of IT Services to recommend improvements so that the Library infrastructure remains current, healthy, secure and serves well current and future technology needs.

9. **Staff and Patron Support**: Diagnose and respond to staff and patron technology needs. Diagnose and respond to infrastructure disruptions which may require action and response outside of normal working hours.

10. **Other**: Completes all other duties as assigned or requested for the general support of the Library.

**EXPERIENCE AND QUALIFICATIONS**

At least 3 years of relevant IT experience in the following areas:

- Windows and Linux server setup, configuration, and maintenance including scripting with PowerShell and Linux shells
- Windows and Macintosh PC setup, configuration, and maintenance including the use of Group Policy settings
- VMware server virtualization infrastructure
- Microsoft 365 and Azure administration
- Microsoft Active Directory administration
- Network administration

**CORE COMPETENCES**

1. **Teamwork**: Works cohesively with others, actively participates within groups to achieve team goals, supports other team members, and leverages strengths to make the team better.

2. **Partnership and Relationships**: Establishes productive staff relationships by viewing IT operations as Library colleagues experience them; listening to understand the needs behind the request and taking responsibility for satisfaction.

3. **Initiative/Responsiveness**: Demonstrates a sense of responsiveness and acts promptly to requests, perform tasks, and take actions within established priorities.

4. **Attention to Detail**: Produces quality outcomes by vigilantly checking all aspects of work to ensure accuracy, completeness, and freedom from errors or omissions.
5. **Problem-solving**: Defines and understands problems before generating solutions. Methodically identifies root cause and solutions, acts then evaluates results. Involves others to ensure a well-rounded view of the problem and potential solutions.

6. **Adaptability**: Modifies behaviors and approach in order to deal effectively with changes in work environments, requirements, processes, or tasks. Displays a positive attitude in the face of ambiguity and change.

7. **Integrity**: Has exemplary integrity regarding the administration of systems which contain sensitive and confidential information.

8. **Judgement**: Exercises sound judgement balancing staff needs and reasonable options in crises and day to day system administration.

**WORKING CONDITIONS**

The work is performed primarily on site in an office setting as well as throughout the facility. The System Administrator will periodically perform technology maintenance outside of normal staff business hours.

While performing the duties of this job, the System Administrator is occasionally required to stand; walk; sit; use hands; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The Administrator must occasionally lift and/or move up to 50 pounds.

**Culture and Perks**

- **Tranquil Environment**: Work in an atmosphere of learning, a space that is conducive to both quiet contemplation and spirited collaboration. With over 220,000 square feet of library space, the Library offers large workspaces with natural light and views of the verdant Linda Hall Arboretum.

- **Generous Paid Time Off**: Full-time employees enjoy a rich paid time off benefit and a holiday schedule which includes two floating holidays. Unlike many public libraries, it is closed weekends and most evenings and offer flexible schedules.

- **Robust Retirement Plan**: The Library invests in the future of its employees and offers a substantial contribution to retirement savings in the form of an employer contribution and a match.

- **Commitment to Learning**: Linda Hall Library encourages lifelong learning and advances professional development in the forms of training, conferences, professional memberships, and other development opportunities.

- **Comprehensive Benefits Package**:
  - Medical and dental insurance
  - Flexible Spending Account (FSA) and HSA option
  - Life insurance and paid long-term disability

- **Unbeatable Location**: Linda Hall is in the cultural heart of the city, within walking distance of Kansas City’s leading museums, verdant fountains and parks, and best local restaurants and shopping destinations.
COMPANY VALUES/STATEMENTS

The Linda Hall Library is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status, or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.

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TO APPLY: Submit resume, cover letter, and a list of professional references to: personnel@lindahall.org