

Computer Support Specialist – Part Time
ALBANY PUBLIC LIBRARY

Albany Public Library is seeking a dynamic, self-motivated, experienced professional for the position of Computer Support Specialist. In this position, the Computer Support Specialist will be responsible for set-up, maintenance, and troubleshooting of library computer and audio-visual equipment in all locations. Trains staff and public in use of library technology. Assists with network support and planning, and maintains network hardware and software documentation. The Computer Support Specialist reports to the Information Technology Manager.

Albany Public Library is an urban library serving a population of 95,000 in the Capital Region of New York State and has a publicly funded budget of \$6.4 million and a staff of approximately 75 FTE. Albany Public Library's \$29.1 million Branch Improvement Plan will see the opening of five new or renovated branch library facilities by 2010.

Distinguishing Features of the Class:

This position involves supporting microcomputer systems in a Windows-based networking environment. This position requires strong interpersonal and organizational skills, including the ability to prioritize, make independent judgments, troubleshoot, seek information, independently follow tasks through to completion, communicate results to staff, and document activities. Familiarity with Windows-based microcomputers, Windows XP/Vista workstation operating systems, Windows Server 2003 and 2008, and key components of the Microsoft Office 2007 suite is essential. Work is performed under the direct supervision of the Automation Services Librarian. Does related work as required.

Typical Work Activities (illustrative only):

Configures, installs, maintains and repairs microcomputers; assists staff and public with use of hardware and software as needed; performs server maintenance activities, such as back-ups and updates; helps price, search for, evaluate and select microcomputer and server hardware and software; maintains network documentation and software and hardware inventories; drafts equipment procedures; special projects as assigned.

Full Performance Knowledge, Skills, Abilities, and Personal Characteristics:

Working knowledge of Windows-based microcomputer hardware and software, including Microsoft Windows XP /Vista workstation operating systems, Windows Server 2003 and 2008, and key components of the Microsoft Office 2007 suite; strong communication and organizational skills; good judgment; flexibility; tact and courtesy; strong writing skills; willingness to develop computer skills to keep pace with evolving technologies. Physical condition must be commensurate with the demands of the position.

Minimum Qualifications:

- A. Graduation from a regionally accredited or NYS registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree in computer science or a related field, and three (3) years of fulltime paid experience in the operation of personal computers, software applications or peripherals; OR
- B. Graduation from a regionally accredited or NYS registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree in computer science or a closely related field, and five (5) years of fulltime paid experience in the operation of personal computers, software applications or peripherals; OR
- C. Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.

Special Requirements:

- 1) A valid NYS driver's license is required at the date of appointment and for the duration of employment.
- 2) Candidate must possess COMPTIA A+ Computer Technician Certification at the date of appointment and for the duration of employment.

Highly desirable: Experience with virtual computing models, remote software deployment, scripting languages, and group policy management in a Windows Server 2003/2008 network environment.

The salary for this position is \$21.75 per hour with some benefits. The schedule is 18.5 hours/week in a combination of daytime, evening and weekend hours as needed. This is a provisional Civil Service position. A Civil Service examination will be required before permanent appointment in accordance with Civil Service laws and rules. Applications will be accepted until the position is filled. Application review will begin on **August 3, 2009**. To apply send resume, letter of interest, and the names and contact information for three professional references to:

Marjorie Reinhart, Human Resources/Finance Manager Albany Public Library
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