

## Technology Support Specialist – Full Time

Search Extended June 9, 2015

*\*Note: This position will be filled as a PROVISIONAL Civil Service appointment. The appointee will be required to qualify for permanent appointment to this position when the next classification test is offered.*

### **General Statement of Duties:**

Responsible for set-up, maintenance, and troubleshooting of library computer and audio-visual equipment in all locations. Provides phone, e-mail and help desk support to staff concerning software and hardware. Trains staff and public in use of library technology. Assists with network support and planning, and maintains network hardware and software documentation.

### **Distinguishing Features of the Class:**

The incumbent, under immediate supervision of the Information Technology Manager, is responsible for the installation, configuration and support of computer and audio-visual software and hardware and other appropriate technologies.

### **Typical Work Activities (illustrative only):**

Provides phone, e-mail and helpdesk support to Library staff concerning software and hardware; Installs, upgrades, maintains and troubleshoots computer servers, workstations and software systems. Assists in supporting and maintaining local area network support and operating systems; Assists in supporting mobile device technologies, wireless network access, and emerging technologies; Assists staff in the proper use of computers, printers, peripherals and audio-visual equipment; Evaluates new products and performs operating system upgrades; Enters and retrieves information in an automated information system; Prepares and maintains system documentation and user support materials; Performs related work as required.

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

Good knowledge of computer workstations, servers and mobile devices; Ability to assist with network administration and support; Ability to support and maintain audio-visual equipment; Ability to operate computer workstations and peripheral equipment; Ability to follow oral and written instructions; Ability to instruct others in the use and adaptability of computer workstations, software and hardware; Ability to work independently and also as part of a team; Ability to work effectively in a fast-paced environment; Physical condition 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 computer, server and network operations , 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 computer, server and network operations, software applications or peripherals; OR
- C. Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.

**Note:** Successful completion of an applicable industry standard certification may be substituted for one year of experience.

**Highly desirable:** Experience with network administration, virtual computing models, remote software deployment, scripting languages, and group policy management in a Windows Server 2008/2012 network environment.

**Classification:** Technology Support Specialist

**Supervisor:** Information Technology Manager

**Work Schedule:** 37.5 hours/week in a combination of daytime, evening and weekend hours as needed.

**Salary:** \$46,934 with a generous benefit package.

**Deadline:** Until filled

**Apply to:** Marjorie Reinhart, Human Resources & Finance Manager  
Albany Public Library  
161 Washington Avenue  
Albany, NY 12210  
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