

## Senior Technology Support Specialist – Full Time

Posted Feb. 3, 2016

*\*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 local area network support, configuration and troubleshooting. In a primarily Windows-based server environment, installs, configures, maintains and supports virtual and physical servers and computer work stations. Shares departmental responsibilities for help desk support for Windows, Microsoft Office applications, wireless networks and mobile technologies. Assists with creation and updating of systems documentation.

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

Under immediate supervision of the Information Technology Manager, the incumbent is responsible for the installation, configuration and support of servers and network equipment, desktop computers, laptops, mobile devices and audio-visual software and hardware. Supervision is exercised over the work of other departmental personnel in the absence of the IT Manager.

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

Installs, configures and maintains computer servers, workstations and software; manages local area network support and operating systems; assists in troubleshooting, configuring, maintaining and supporting network infrastructure; provides phone, e-mail and help desk support to staff concerning software and hardware; supports 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; good knowledge of 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 four-year 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 four (4) years of full-time paid experience in computer, server and network operations, software applications or peripherals; OR
- B. Graduation from a regionally accredited two-year or NYS registered college or university or one accredited by the NYS Board of Regents to grant degrees with an Associate's degree in computer science or a related field, AND six (6) years of full-time 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.

**Special Requirements:** A valid New York State driver's license and use of personal vehicle is required at the date of the appointment and for the duration of employment.

**Highly desirable:** Strong network administration skills, good knowledge of virtual computing systems, scripting languages and group policy management within a Windows Server network environment, and experience with Citrix systems administration.

**Classification:** Senior 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:** \$57,167 with a generous benefit package.

**Deadline:** **Review will begin March 7, 2016**

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

[reinhartm@albanypubliclibrary.org](mailto:reinhartm@albanypubliclibrary.org)

**Include cover letter, resume and three professional references**