

**Albany Public Library  
Technology Support Specialist | Full Time  
Washington Avenue Branch  
Reposted Feb. 15, 2023**

*\*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:**

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.

**Classification:** Technology Support Specialist

**Job Description:**

Provides phone, e-mail and help desk support to 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.

**Required Skills and Abilities:**

The ideal candidate for this position will bring a 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 personal computers and purchased 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 two-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** three (3) 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** five (5) 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.**

**Supervisor:** IT Manager

**Salary:** \$51,833.08

**Deadline:** Until filled

**Apply to:** Send cover letter, resume and 3 professional references including email addresses to:  
Human Resources Director  
161 Washington Avenue | Albany, NY 12210  
[HR@albanypubliclibrary.org](mailto:HR@albanypubliclibrary.org)

*Albany Public Library is an AA/EO institution and is strongly and actively committed to increasing diversity within its organization.*