

Job title: IT Support Specialist
Full-time (37.5 hours per week)

Reports to: IT Manager
Status: Exempt

Summary: A full-time IT Support Specialist, under the direct supervision of the IT Manager, will manage library computers/servers and implement software/hardware upgrades as needed. The duties include troubleshooting hardware/software issues encountered by the staff and public.

ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES (include but are not limited to):

- Unpack and setup up new hardware such as computers, servers, printers, etc.
- Working directly with end users to resolve problems with desktop and networked services.
- Monitoring and maintaining a Windows Server environment and network equipment.
- Creating and maintaining comprehensive documentation as it relates to server and network topology, equipment, and configuration(s).
- Training staff and library patrons in the proper use of equipment and software.
- Other duties as assigned by the IT Manager.

Knowledge and Skills:

- Experience with Microsoft Windows Desktop/Server operating systems.
- Hands-on experience with Wired and Wireless networking, and IPv4 subnetting.
- Basic understanding of current network security and backup methodologies.
- Strong organizational and communication skills.
- Applicant must have a strong desire to learn new and emerging technologies.
- Demonstrates initiative along with independent action to resolve problems.
- Demonstrates ability to complete tasks with minimal supervision.
- Ability to work with outside vendors to resolve issues.
- Efficient troubleshooting abilities.
- Great customer service and interpersonal skills.

Education:

- Minimum: 4-year degree in Computer Science or related field (or actively attending classes and working towards the degree).
- Microsoft, CompTIA, or other relevant certifications are a plus.
- Experience with server virtualization technologies is desirable.
- Relevant experience may be considered in lieu of educational requirements.

Other Characteristics:

- Sufficient manual dexterity to be able to climb ladders up to twelve feet in height, identify and manage cables and raceways in low light situations.
- Ability to reach above the head, and below the knee, install, repair, lift and maintain desktop machines, servers, and associated wiring. These activities may include using ladders or working directly on the floor.
- Ability to push/pull equipment cart of up to 75 pounds.
- Ability to travel with occasional overnight travel.
- Ability to lift up to 75 pounds and handle electronic equipment of random sizes and shapes.

- Ability and willingness to work occasional nights and weekends, ability and willingness to attend conferences and to stay overnight as needed.

Physical Demands:

While performing the duties of this job, the employee must be able to communicate information and ideas so others will understand and be able to exchange accurate information in these situations. The employee must be able to remain in a stationary position 70% of the time; move about the office and department to access computers, library materials, and other office equipment; operate a computer and other office equipment; grasp library and other materials; and position self to access library materials and other objects on low and high shelves. The employee must occasionally lift and/or move up to 30 pounds.

Paul Sawyer Public Library is committed to equal employment opportunity. The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate. Exposure to dust and mold; ink on printed pages; strong scents.

Salary:

Starting annual salary begins at \$46,800. Compensation is commensurate with relevant experience/expertise.

Benefits:

- Competitive compensation based on skills and experience.
- Excellent medical, dental, vision and life insurance (employer paid).
- Supplemental benefits to include (but not limited to) short-term disability and long-term disability.
- Generous paid time off plan (vacation, sick, holidays).
- Pension plan with employer contribution.
- Employee assistance program.
- 401k, 457, & IRA.

How to Apply:

Interested candidates should email a letter of interest and resume to HR@pspl.org or mail to:

Paul Sawyer Public Library
Attention: Human Resources
319 Wapping Street
Frankfort KY 40601

NO PHONE CALLS PLEASE.