If you have computer and network support experience, enjoy learning new technologies, and want to work in a team-oriented and collaborative environment where what you do makes a difference, this job may be for you!

VIGO COUNTY PUBLIC LIBRARY
HAS A JOB OPENING FOR A FULL-TIME
INFORMATION SYSTEMS & TECHNOLOGY SERVICES TECHNICIAN
<u>OPEN TO EXTERNAL CANDIDATES AND CURRENT LIBRARY EMPLOYEES</u>

Posting Date: July 15, 2024

Application review will continue until the position has been filled.

<u>**INFORMATION SYSTEMS & TECHNOLOGY SERVICES TECHNICIAN:**</u> Opening for a full time 40 hours per week non-exempt position at the Main Library of the Vigo County Public Library.

<u>**GENERAL DESCRIPTION**</u>: Information Systems & Technology Services (ISTS) Technicians are responsible for supporting VCPL computing, telecommunication, and network resources including hardware, software, infrastructure, and optimum functionality of all system components and related operations. ISTS Technicians assist with the evaluation, implementation, and development of VCPL technology systems and maintain accurate documentation and procedural guidelines for systems configurations and maintenance. ISTS Technicians are also responsible for delivering excellent customer service and quality assurance to end-users by providing technical support including analysis, diagnoses, and resolution of network and technology issues in support of the goals and objectives of the Vigo County Public Library.

<u>**JOB FUNCTIONS**</u>:

Core Essential Functions

‒ Represent the VCPL's fundamental values of unbiased inclusiveness and respect for others.

‒ Establish an aware, approachable, and proactive service presence acknowledging customers with eye contact, a greeting, and an offer of assistance.

‒ Provide a positive service experience for each customer with a focus on facilitating the most beneficial outcome possible for the customer.

‒ Interpret and provide guidance on library policy and procedure to library customers.

‒ Address customer behaviors that do not align with VCPL Rights and Responsibilities in a respectful and constructive manner providing appropriate redirection and employing de-escalation tactics.

‒ Maintain confidentiality and privacy of library customer information and transactions.

Essential Functions Performed Daily

‒ Computers and Peripherals

    o Configure, test, install, maintain, identify potential issues, and troubleshoot staff and public computing resources including hardware and software, peripherals, network connections, and associated printers/copiers/fax devices.

    o Conduct software updates for desktop computers including investigation of updates and new releases and evaluation of performance and compatibility issues with other programs and network systems.

    o Develop and maintain documentation for configuration and installation of computer resources including accurate and current maintenance logs for hardware, software, peripherals, and related components.

    o Perform ongoing maintenance of computer hardware and peripherals by cleaning, testing, evaluating computer performance for necessary operations and identifying potential issues.

- o Provide technical support services and training to staff in the use of computers, peripheral devices, network access and navigation, printing, and telecommunications equipment and software.
- o Maintain working knowledge of desktop software applications available on public and staff workstations.
- — Network
  - o Perform designated network services operations including monitoring, identifying potential issues, and troubleshooting network function and performance, wireless networks, accounting system software, and other network system programs and operations.
  - o Assist with the testing, configuration, installation/implementation, maintenance, and diagnostics for network components including servers, local area networks (LAN), wide area networks (WAN), cloud networks, and other data communications networks.
  - o Assist with development and maintenance of documentation for current network technologies, configurations, and procedures including support and maintenance information.
  - o Collaborate with ISTS Manager on evaluation and planning for network enhancements, expansions, and new network technologies.
- — Telecommunications, Security Camera System, and Miscellaneous Functions
  - o Maintain telecommunications system software, processor, and end-user devices including installation and setup of analog, digital, and VOIP devices, port assignments, voice mail setup, and various other telecommunications maintenance and configuration issues.
  - o Assist with the installation and maintenance of system-wide security camera system including cabling, camera placement, monitoring camera quality and performance, and troubleshooting camera system issues.
  - o Monitor and respond to Systems help tickets submitted by staff via Systems Tickets portal. Enter documentation of ticket diagnostics, progress notes, and resolution and update ticket status.
  - o Maintain current and accurate links on Systems Tickets portal including staff phone/extension directory and VCPL organizational chart.

Essential Functions Performed Periodically

- — Maintain systems inventory and equipment tracking procedures and documentation including hardware and software services and inventory and license records.
- — Communicate with vendors, suppliers, and staff regarding computer/network software and hardware issues, diagnostics, repair, and functionality testing.
- — Make recommendations to ISTS Manager regarding purchase, installation, diagnostics, repair, and functionality of computer/network hardware and software.
- — Travel to branch locations to install/implement technology resources and to provide ongoing technical support, monitor functionality, perform diagnostics, repair, and maintenance of computer/network hardware and software, security camera system, and other systems related components.
- — Collaborate with Human Resources Training Librarian to develop and provide staff training for systems related resources and tools.
- — Assist Tech Team by providing public service desk coverage as needed and assisting customers with use of computer and network resources.
- — Other duties as assigned.

Additional Functions Performed Periodically

- — May assist with meeting rooms and collaborative spaces audiovisual (AV) systems including evaluation, installation, diagnostics, and maintenance of equipment and associated software and operations. May include assisting with setup of AV for use by customers or staff.
- — Assist with coverage in other library departments and branches as needed.
- — Participate in departmental and/or system-wide initiatives and events.

Physical and Cognitive Requirements:

Ability to:

- Read, write, and understand written and verbal instructions.
- See and hear various forms of computer and network components.
- Utilize computer keyboard, monitor, and mouse or use modifying/adaptive devices or equipment with equivalent outcomes.
- Perform repetitive hand movements in use of computer keyboard and manipulating computer hardware casings and components.
- Remain stationary for long periods of time either sitting or standing.
- Move throughout the interior and exterior of the library facilities to perform computer/network installations or maintenance tasks.
- Reach floor level and heights up to six feet.
- Climb ladders to access cabling etc.; work in cramped spaces such as above ceiling or beneath floor; and maneuver underneath furniture etc. to install or manipulate equipment or connections.
- Move items ranging from 10-75 pounds.
- Move carts from 25-175 pounds.

Other Requirements:
- High degree of mental acuity with well-developed skill for paying attention to detail.
- Well-developed communication skills with proficiency in communicating effectively orally and through written communication.
- Adept at consistently using tact and patience in interactions with others and de-escalating conflict.
- Well-developed organization skills and adept at prioritizing and managing workflow.
- Adept at responding calmly and competently to changing circumstances and priorities and in emergency situations.

WORK SCHEDULE: This position has a 40-hour per-week work schedule which is generally Monday through Friday 8:00 AM-5:00 PM and will include evening or weekend hours to respond to emergencies or assist with library programs or events.

QUALIFICATIONS:
- Bachelor's degree or at least 60 hours of college or Associate's degree, and specialized training or experience related to job functions.
- Post secondary vocational or college courses in computer science or computer related technology preferred.
- Experience using a wide variety of computer equipment, operating systems, and related software including Windows, Microsoft Office products, anti-virus and security software, and various computer and mobile device operating systems.
- Minimum 2 years of experience in computer and technology maintenance, diagnostics, repair, and network systems support required.
- Interest, enthusiasm, and skill for performing work requiring accuracy and attention to detail required.
- Familiarity with hyperconverged infrastructure is highly desirable with experience using Lenova Nutanix, Prism, and XClarity or similar environments a plus.
- Must have ability and enthusiasm for learning and effectively adapting to new software programs, platforms, and other technologies.
- Well-developed and effective skills in written and oral communication with ability to effectively articulate information and create and edit written materials required. Must be able to communicate technological information effectively and collegially to those with varying levels of technology literacy.
- Well-developed skill in comprehending and following detailed instructions with ability to analyze information and processes for effective decision making and problem solving required.
- Well-developed organizational skills with ability to independently maintain effective and efficient workflow required.
- Ability to calmly and competently manage concurrent multiple priorities and tasks required.
- Ability to participate in and be available for on-call schedules and/or respond to emergencies.
- Requires ability to maintain a regular and reliable level of attendance at the workplace.

Interpersonal Skills:

- Well-developed interpersonal skills with the ability to maintain positive and effective working relationships with a diverse community of customers, library staff, and organizations. Diversity may include differences in ethnicity, race, culture, socioeconomic status, gender and gender identity, sexual orientation, cognitive traits, etc.
- Ability to consistently display positive behaviors and work habits and interact as a constructive and motivated team member.
- High degree of resourcefulness, tact, patience, and demonstrated good judgment required.
- Ability to maintain confidential information required.
- Ability to project an attitude of approachability, helpfulness, positivity, and enthusiasm for providing service required.
- Ability to apply constructive redirection when customer behavior does not align with the VCPL Rights and Responsibilities.

WAGE: Information Systems & Technology Services Technician, Job Class 6, full-time 40 hours per week non-exempt position, rate of pay is $16.02 per hour.

BENEFITS: Optional participation in the United Healthcare PPO Health Plan or High Deductible Health Plan with HSA, Guardian Vision Insurance, and Guardian Dental insurance (Through December 31, 2024 employee contributes $173.68 per month for single employee coverage for participation in PPO Health/Vision/Dental plans, or $33.68 for single employee coverage participation in HDHP with HSA/Vision/Dental plans); paid Life Insurance; paid Long Term Disability Insurance; 100% paid participation in Indiana Public Retirement System; eligible for 12 paid holidays per year; vacation and sick accrual occurs bi-weekly with the equivalent of 2 vacation days and 1 sick day for every active month of employment. **Tuition reimbursement** is available to VCPL employees in accordance with the VCPL Staff Development policy.

APPLICATION INSTRUCTIONS: Complete the attached application form and submit it along with resume and cover letter to application@vigolibrary.org. Please contact Human Resources if you have any questions about the position.
 Vigo County Public Library is an E-Verify Employer.