

Computer Support Technician – Full Time

February 24, 2010

**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. 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:

This position involves supporting microcomputer systems in a Windows-based networking environment. This position requires strong interpersonal and organizational skills, including the ability to prioritize, make independent judgments, troubleshoot, seek information, independently follow tasks through to completion, communicate results to staff, and document activities. Familiarity with Windows-based microcomputers, Windows XP/Vista workstation operating systems, Windows Server 2003 and 2008, and key components of the Microsoft Office 2007 suite is essential. Work is performed under the direct supervision of the Automation Services Librarian. Does related work as required.

Typical Work Activities (illustrative only):

configures, installs, maintains and repairs microcomputers; assists staff and public with use of hardware and software as needed; performs server maintenance activities, such as back-ups and updates; helps price, search for, evaluate and select microcomputer and server hardware and software; maintains network documentation and software and hardware inventories; drafts equipment procedures; special projects as assigned.

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

Working knowledge of Windows-based microcomputer hardware and software, including Microsoft Windows XP /Vista workstation operating systems, Windows Server 2003 and 2008, and key components of the Microsoft Office 2007 suite; strong communication and organizational skills; good judgment; flexibility; tact and courtesy; strong writing skills; willingness to develop computer skills to keep pace with evolving technologies. Physical condition must be 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 the operation of personal computers, 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 the operation of personal computers, software applications or peripherals; OR
- C. Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.

Special Requirements:

- 1) A valid NYS driver's license is required at the date of appointment and for the duration of employment.
- 2) Candidate must possess COMPTIA A+ Computer Technician Certification at the date of appointment and for the duration of employment.

Highly desirable: Experience with virtual computing models, remote software deployment, scripting languages, and group policy management in a Windows Server 2003/2008 network environment.

Classification: Computer Support Technician

Supervisor: Information Technology Manager

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

Salary: \$42,407.60 or current salary with a generous benefit package.

Resume review begins: March 15, 2010

Apply to: Marjorie Reinhart, Human Resources & Finance Manager
Albany Public Library
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