JOB TITLE: Information Technology Support Specialist II

DEPARTMENT: Information Technology Services

LOCATION: Main Library

JOB SUMMARY: The Information Technology Support Specialist II performs a variety of professional and technical duties related to the overall, design, operation and maintenance of the library's computer systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Responsible for overall systems' (LAN, WAN, VPN, wireless, etc.) operation and maintenance. Responsible for the system-wide network equipment, including the servers, routers, switches, workstations, peripherals, software, etc.

2. Provides system administration and maintenance for Windows-based multi-server environment (DNS, DHCP, file sharing, active directory, etc.).

3. Assists in the creation and maintenance of staff network access accounts.

4. Assists the Information Technology Support Specialist I with installation of software and hardware throughout facilities, upgrades, maintenance and troubleshooting of software and hardware.

5. Assists in the administration and maintenance of the cloud-based Dialpad phone system.

6. Maintains integrity of the library's network and systems using appropriate security measures. Recommends enhancements to security measures as needed.

7. Actively monitors network traffic for performance and security breaches. Manages network and system performance and reliability.

8. Works with department director and other IT staff to develop, maintain, and modify as needed disaster recovery plans for the library.

9. Responsible for working with outside vendors for repair, maintenance, and upgrades of the network and library systems as needed.

10. Creates and maintains documentation for the library's network and computer equipment.

11. Works with the department director and other IT staff to create and implement department related strategic priorities, resulting projects and implications for annual budget, with pertinent information about the upcoming projects for the annual budget.

12. Administers the library's virtual servers.

13. Researches, recommends, and implements new technologies.

14. Takes leadership role in the development and completion of assigned strategic plan objectives related technology.

15. Contributes to a positive working environment and organizational unity by communicating to peers and supervisors within the library.

16. Maintains positive and proactive customer service behaviors at all times, recognizing that the public and staff are customers.

17. Other duties as assigned.

DESIRED QUALIFICATIONS:

1. Degree in a related field or a combination of relevant education and experience.

2. Experience administering a Windows 2008/2012/2016 based network. Experience with Active Directory, Microsoft Virtual Server and Systems Center.

3. Experience administering a Cisco or Juniper based local and wide area network, including VPN, IDS, and ASA firewall.

4. Experience supporting and maintaining wireless networks.

5. Demonstrated knowledge of Windows 7/8/10/11.

6. Demonstrated ability to repair and troubleshoot network computer equipment and peripherals.

7. Experience with helpdesk and technical support work.

8. Project management experience.

9. Demonstrated ability to use office productivity software, such as Microsoft Word, Excel, PowerPoint, Access, Outlook, and Publisher.

10. Excellent verbal, interpersonal, and written communication skills.

11. Ability to translate and communicate technical information, both verbally and in writing, to a non-technical audience.

12. Strong organizational and time management skills.

13. Ability to exercise initiative and independent judgment.

14. Ability to deal effectively with the public in a tactful, courteous manner.

15. Ability to promote and maintain effective relationships with other staff and to work in a team environment.

16. Ability to work with minimal supervision.

17. Positive service attitude.

18. Valid Michigan driver's license.

PHYSICAL ACTIVITY REQUIREMENTS:
(Degree of physical demands (strength) usually associated with the essential functions of the position)

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. Light Work usually requires walking or standing to a significant degree. The type of physical demands usually associated with the essential functions of this classification are: stooping, kneeling, crouching, reaching overhead and horizontally, handling, fingering, feeling, talking, hearing and seeing.

REPORTING RELATIONSHIPS:

This position reports to the Director of IT & Support Services.

There are no day-to-day supervisory responsibilities associated with this position; however, this position does provide direction to the Information Technology Support Specialist I as well as computer assistants as needed.