westchester
LIBRARY SYSTEM
Celebrating 60 Years
Empowering libraries. Empowering communities.

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Open Position Posting - Support Technician - FULL TIME

About WLS

The Westchester Library System (WLS) is a state-chartered, cooperative library system serving all 38 Westchester member public libraries and the county's citizens. The Westchester Library System was established in 1958, and is one of 23 public library systems serving New York State's public libraries.. The mission of the Westchester Library System is to ensure that all residents have seamless access to excellent library service regardless of their location.

Summary of Duties

- Respond to help requests from end users via telephone and e-mail in a courteous manner
- Perform remote and on-site analysis, diagnosis, and resolution of complex desktop, server, virtual machine and network issues; recommend and/or implement corrective solutions
- Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware, software and virtual machines in order to deliver required desktop service levels
- Manage workstation lifecycle including identifying devices to be replaced, preparing desktop PCs and thin/zero clients for deployment and installing equipment onsite
- Accurately document work order lifecycle and inventory changes
- Work with other IT staff to complete administrative tasks on server software including administration of users, computers and group policies in Active Directory.
- Serve as back-up to primary system administrators and web developer

Requirements

- College diploma or university degree in the field of computer science or information systems and at least two years work experience; or six or more years equivalent work experience
- Excellent technical knowledge of network and PC hardware with hands-on hardware troubleshooting and support experience including a working technical knowledge of current network protocols, operating systems, virtual machines and technology standards
- Ability to operate tools, components, and peripheral accessories
- Ability to read and understand technical manuals, procedural documentation
- Effective interpersonal skills and relationship-building skills
- Strong written and oral communication skills with ability to present ideas in user-friendly language
- Strong customer-service orientation, self-motivated and directed with keen attention to detail
- Experience working in a team-oriented, collaborative environment
- Analytical and problem-solving abilities
- Dexterity of hands and fingers to operate a computer keyboard, mouse, hand and power tools, and to handle other computer components and ability to sit and stand for extended periods of time
- Lifting and transporting of heavy objects, such as computers, servers, peripherals and other materials
- A valid driver's license and ability to operate a large vehicle
- On-call availability

Compensation

Salary commensurate with experience

To apply: Send cover letter and resumé to it+jobs@wlsmail.org