
Open Position – For Immediate Hire

Title	Junior Systems Administrator
Workweek	Full-time, 35-hours per week
Salary	\$70,000 - \$85,000 per year, commensurate with experience

About Westchester Library System

The Westchester Library System (WLS) is a state-chartered, cooperative library system serving all 38 Westchester member public libraries and the county's citizens. As one of the 23 public library systems serving New York State's public libraries, the Westchester Library System was established in 1958. The mission of Westchester Library System (WLS) is to empower lives and communities by connecting people in Westchester County with the resources, services and programs available through WLS and the member libraries.

Job Summary

The Junior Systems Administrator's role is to deliver support to end users in their use of various types of software programs to efficiently and effectively fulfill business objectives. Junior Systems Administrators complete support tasks for hardware devices and software packages, assist with installations and configurations, and revise existing documentation guidelines. Other main functions include, but are not limited to, providing training for other IT staff members, answering technology questions as needed.

This role helps with the day-to-day administration of the server environments, support for endpoint deployment and management, and serves as a critical escalation point between helpdesk staff and senior leadership. They assist other IT staff when deploying new software and upgrading existing installations. Junior Systems Administrators work with other staff to minimize downtime and prevent data corruption within organizational RPO and RTO. They also provide remote support and escalate issues to supervisors as needed. The Junior Systems Administrator will work directly with the Director of IT to ensure all projects are progressing in a timely manner.

Summary of Essential Job Functions

- Provide Level 1 and 2 troubleshooting and support to end users and resolve hardware, software and application issues within servers, and workstations dealing with networking and infrastructure issues. Escalate as necessary.
- Facilitate the implementation of new technologies within the organization.
- Perform infrastructure administration in conjunction with other team members to keep the infrastructure current.
- Test fixes and perform post-resolution follow-up to ensure issues have been adequately resolved.
- Oversee and maintain the virtualized infrastructure.
- Research, evaluate and test software applications and services under development or consideration for purchase.
- Analyze system, server, application, and input/output device performance.
- Apply diagnostic utilities to aid in troubleshooting.
- Perform preventative maintenance, including the installation of service packs, patches, hot fixes, and other associated software.
- Adhere to deadlines, monitor, and summarize progress of projects assigned.
- Related duties as required.

Minimum Requirements

- College diploma or university degree in the field of computer science, information systems, or 3 years equivalent work experience.
- Basic understanding of virtualized infrastructure systems and services, preferably Nutanix.
- Ability to develop and interpret technical documentation for training and end user procedures.
- Knowledge of trends in technology relating to software applications.
- Proficient understanding of the organization's goals and objectives.
- Excellent written, oral, interpersonal, and presentational skills.
- Ability to conduct research into software development and delivery concepts, as well as technical application issues.
- Ability to present ideas in business-friendly and user-friendly language.
- Highly self-motivated and directed.
- Ability to absorb new ideas and concepts quickly.
- Proficient analytical and problem-solving abilities.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- Availability to work a flexible schedule as required.

Working Conditions

- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer and other equipment.
- Lifting and transporting of moderately heavy objects (up to 50lbs.).

Benefits:

WLS offers a comprehensive benefits package designed to support the health, well-being, and work-life balance of our employees. This includes medical, dental, vision, and life insurance coverage, as well as access to flexible spending accounts. Employees enjoy generous paid time off, limited remote work opportunities and a flexible work schedule. Full-time employees also receive mandatory participation in the New York State and Local Retirement system and an optional participation in 403b retirement accounts.

Work location:

- Elmsford, NY 10523: Reliably commute or planning to relocate before starting work (Required)

Preferred Experience:

- 1-3 years of experience in a systems administration or IT infrastructure role
- Hands-on experience with virtualization platforms; Nutanix experience strongly preferred
- Proficiency in Active Directory administration including GPOs, DNS, and DHCP
- Experience with MDM platforms such as VMware Workspace One, Microsoft Intune, or equivalent
- Linux: 2 years (Preferred)

License/Certification:

- Driver's License (Preferred)
- Nutanix Certified Professional (NCP) certification or active pursuit of certification(preferred)

Interested candidates should submit their resume and a cover letter detailing their experience and qualifications to wlsitdir@wlsmail.org. No phone calls or in-person inquiries, please.