Howard
COUNTY Library
SYSTEM

inform + instruct + interact = educate

POSITION DESCRIPTION
IT Systems & Hardware Specialist
Full-time $42,295- $74,165

RESPONSIBILITY
- Positions Howard County Library System (HCLS) as a major component of public education for all ages
- Effectively lives the Seven Pillars of HCLS' strategic plan (Authentic Values, Strategic Vocabulary, Everyone a Leader, Winning Teamwork, Community Partnerships, The Power of Us, and Fiercely Loyal Customers), motivating others to do so as well
- Fully embraces HCLS' educational mission, effectively communicating our curriculum, which comprises Three Pillars (Self-Directed Education, Research Assistance & Instruction, Instructive & Enlightening Experiences)

ESSENTIAL FUNCTIONS
- Provides on-site rapid response to correct or identify the cause of IT system problems and/or outages
- Monitors and provides prompt response to IT helpdesk tickets
- Shares responsibility for answering IT helpdesk line
- Shares evening and weekend on call responsibilities with the IT team
- Manages HCLS computer hardware, including repairs and replacements
- Maintains spare equipment and parts
- Maintains inventory of equipment used at all branches
- Maintains and troubleshoots hardware and software using available programs, such as network utilities, antivirus and firewall logs
- Works with our Groovix PAC vendor on troubleshooting and upgrades
- Images and deploys new staff accounts and computers

- Installs and troubleshoots computers, monitors, printers, scanners, RFID pads, and other related equipment
- Troubleshoots problems with Linux, Windows and MAC computers
- Assists in network administration
- Supports systemwide technology projects
- Remains current on network and systems procedures, updates, and routines
- Coordinates with STEM instructors to provide curriculum content and instruction, as requested.
- Performs other duties and special projects, as assigned
- Maintains regular and predictable attendance
- Adheres to all policies and procedures

EDUCATION, EXPERIENCE AND SKILLS
- Degree in Information Technology or related field or equivalent combination of training and experience
- 3 years current experience providing helpdesk, desktop support, and troubleshooting
- Extensive experience with desktop operating systems including Windows, Ubuntu, and Mac OS
- Experience with virtual server environments (VMware)
- Experience administering Active Directory Users and Groups
- Experience with Office 365 Online Admin portal
- Knowledge of core network protocols and services such as TCP/IP, DNS, DHCP
- People skills—ability to work effectively with others and enjoy it
- Demonstrated ability to communicate effectively and clearly, both orally and in writing

- Ability to make independent decisions on procedural matters
- Exemplifies extraordinary customer service
- Demonstrated ability to be positive, adaptable, and forward thinking
- Demonstrated ability to develop and maintain effective, collaborative working relationships
- Ability to input and retrieve data with accuracy
- Demonstrated ability to analyze and solve problems, to develop new processes and procedures in response to changing customer expectations and system-wide goals
- Ability to work quickly and accurately
- Ability to work against tight deadlines and meet production goals
- Current valid driver's license

PHYSICAL STANDARDS
- Job allows for variance in work routine, requiring considerable amounts of standing, walking, bending, reaching, pushing, pulling, and sitting
- Some strenuous activity required, such as lifting equipment (weighing up to 30 lbs.)

ADDITIONAL DETAILS
- Grade 10; position currently located at the Administrative Branch
- Works under the supervision of the Director of IT & Data Management
- Full-time – 37.5 hours per week; Monday through Friday, some evenings and weekends required for HCLS signature events

INTERESTED?
- To apply, please send a cover letter and complete an application, available at bit.ly/HCLS_JobApp
- Completed applications must be *received* **by Wednesday, April 11, 2018.**
- Please send your completed application via inner office mail, email to jobs@hclibrary.org or send via U.S. mail to:

HCLS Administrative Branch
9411 Frederick Road
Ellicott City, MD 21042

Howard County Library System takes pride in providing equal employment opportunities.