



VACANCY ANNOUNCEMENT
*Open to all qualified current staff
and external applicants*

TECHNICAL SUPPORT SPECIALIST, INFORMATION TECHNOLOGY

(20 hour, non-exempt)
Position #: 170652002

DATE POSTED: October 2, 2019

LOCATION: 1175 Chapel Hills Drive, Colorado Springs, CO 80920

STARTING WAGE: \$17.85 per hour + partial benefits (for benefits information, please see: <http://ppld.org/jobs/benefits>)

POSITION HOURS: 20 hours per week based on the following schedule:
Monday – Friday 9 a.m. – 1 p.m.

NOTE: The position's schedule may be subject to minor changes due to required meetings, training events, etc. Also, management may require modifications to a position's schedule, days, times and locations at any time as the needs of the Library District change.

PROCEDURE FOR APPLICATION:

1. Complete a PPLD online application located at ppld.org/jobs
- 2. Resume and cover letter required.**
3. Attachments should be submitted in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
4. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 531-6333, Ext. 6086.

CLOSING DATE: Online applications must be received by **October 16, 2019 at 9:59 p.m. MDT**

CONDITIONS OF EMPLOYMENT:

All selected candidates...

- are required to complete a Department of Homeland Security I-9 Form at the time of hire and must be able to provide acceptable documentation in order to verify his/her legal right to be employed in the U.S. (pursuant to the Immigration Reform and Control Act of 1986). Pikes Peak Library District participates in E-Verify.
- are subject to a full reference and background investigation including verification of identification (including verification of Social Security number using USCIS E-Verify), education, former employment, and criminal history.
- may be uniformly tested for job-related skills and required physical abilities.
- may be required to undergo a physical examination *after* a job offer is extended in order to ensure that the job's physical requirements are met.
- must understand and comply with PPLD's drug-free workplace policy.
- understand and agree that they have been hired at the will of the employer and that employment may be terminated at any time, with or without reason, and with or without notice, in accordance with Colorado law.

EOE

As an **Equal Opportunity Employer**, Pikes Peak Library District does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, pregnancy, sexual orientation including gender expression, genetic information, military status, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors. The library reserves the right to hire more than one person per advertised vacancy.

TECHNICAL SUPPORT SPECIALIST (cont.)

Position Summary: Operates in a diverse environment to help fulfill the Library's mission by maintaining technology resources in both voice and computer systems to enable the efficient use, transfer, storage, and retrieval of electronic data.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Provides informed and courteous communication with customers and staff; maintains confidentiality regarding customer/staff interactions, network configurations, passwords, or other security or proprietary PPLD information.
- Provides triage for support calls and/or refers them to appropriate IT staff as necessary.
- Utilizes online issues support database; enters tickets, directs tickets to appropriate IT staff, and follows assigned tickets through process completion.
- Guides staff through remote diagnosis and repair of general computer and communications issues.
- Performs routine preventive maintenance on software and hardware; executes job site-specific replacement, as required.
- Participates in computer hardware and software inventory maintenance.
- Assists Technical Support Analysts in constructing software and hardware builds.

Additional Duties and Responsibilities

Duties are considered non-essential and include the following:

- Provides technical assistance for other IT projects, as assigned.
- Attends regular department meetings and scheduled All-staff meetings.
- Performs other job-related duties as assigned.

Required Knowledge, Skills, and Abilities

The employee is expected to perform or possess the following:

- Knowledge of the Pikes Peak Library District's policies and procedures and ability to follow them.
- Ability to act as an ambassador of Pikes Peak Library District by promoting its mission and vision.
- Demonstrates ability to analyze technical problems using remote diagnostic software.
- Demonstrates general knowledge of Integrated Library Systems (ILS), telecommunications, and server operating systems.
- Demonstrates ability to respond with patience and professionalism to requests for assistance from computer users of varying knowledge levels.
- Demonstrates excellent verbal and written communication skills; maintains effective relationships within the department, with staff at all levels, and with customers.
- Ability to effectively use applications software, including Microsoft Word, Excel, Access, and

TECHNICAL SUPPORT SPECIALIST (cont.)

- Outlook, along with standard office equipment.
- Ability to work effectively as a team member, organize daily work and meet deadlines in a fast-paced, detail-rich environment.

Education and Experience:

1. Requires a high school diploma or G.E.D., and a minimum of two years of college-level coursework in computer hardware/software, programming, information systems and/or telecommunications.
2. Requires a minimum of two years of computer support and repair experience in a professional or educational setting.
3. Requires a valid Colorado driver's license.
4. Bilingual ability is a plus in serving a diverse community.

Physical and Environmental Conditions:

Work is primarily conducted in an office setting that provides comfortable lighting, temperature and air conditions. Position requires the ability to sit and use a computer or standard office equipment for extended periods. Position requires the ability to stand for extended periods of time. Position requires the ability to occasionally reach, bend, climb, twist and squat. Position requires the ability to lift and move computer equipment weighing up to 50 pounds.

Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms, e.g. use of safe work place practices with office equipment, and/or avoidance of trips and falls and observance of fire regulations.