PIKES PEAK LIBRARY DISTRICT
ppld

Vacancy Announcement
Open to all qualified current staff
and external applicants

TECHNICAL SUPPORT ANALYST

Position #210252002

Library 21c | Exempt
40 hours per week | Full time

Date Posted October 13, 2023

Location 1175 Chapel Hills Dr., Colorado Springs, CO 80920

Starting Wage **$22.83** per hour - **$28.52** per hour + full benefits
(https://ppld.org/careers/benefits)

Position Hours **40 hours** per week

Monday – Friday : 8 a.m. – 5 p.m.
On call duty   : Once every 6 weeks

Note: The position's schedule may be subject to minor changes due to required meetings, training events, etc. In addition, 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/careers** on the Application tab. If this is an Internal Only posting, please login to your ESS to fill out the application.
2. **Requires resume and cover letter. Applications will not be considered without a resume and cover letter.**
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, x6380 or send an email to sgollapalli@ppld.org

Closing Date: This position is open until **October 30, 2023, at 9:59 p.m. MST.**

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:

Disclaimer: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Guides staff through remote diagnosis and repair of general computer and communications issues.
- Maintains confidentiality in all customer and staff interactions.
- Maintains confidentiality regarding network configurations, passwords, or other security or proprietary PPLD information.
- Provides triage for support calls and/or refers calls to appropriate IT staff as necessary.
- Utilizes online issues support database, enters tickets, directs tickets to appropriate staff, and follows assigned tickets through process completion.
- Performs routine preventive maintenance on peripherals; executes jobsite-specific replacement of hardware and software as required.
- Constructs and deploys complete software and hardware builds tailored to specific client needs.
- Receives, assembles, and performs initial diagnostics on all new equipment; performs software and security updates.
- Coordinates with vendors for installations and repairs when needed; works with vendors to obtain price quotes for computer related equipment and software.
- Manages computer hardware and software inventory; maintains records of equipment and software configurations.
- Organizes and monitors systems equipment storeroom.

Additional Duties and Responsibilities:
Duties are considered non-essential and include the following:

- Provides technical assistance and project expertise for IT projects as assigned.
- Shares on-call responsibility with other IT staff.
- Keeps informed about Library and department information.
- Participates in special projects as assigned.
- Serves on district-wide teams.
- 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:

- Thorough 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 knowledge of computer support and repair, including on-site and telephone Help Desk support.

- Demonstrates skills in the construction and deployment of complete system builds tailored to specific client needs.
- Demonstrates general knowledge of Integrated Library Systems (ILS), telecommunications, and server operating systems.
- Ability to exhibit leadership, sound judgment and professional demeanor in all situations; thinks and acts appropriately under pressure.
- Demonstrates ability to explain technical concepts to non-technical computer users.
- 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, customers, and vendors.
- Ability to effectively use applications software, including Microsoft Word, Excel, Access, and 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.
- Has regular on-time attendance.
- Exercise professionalism and good judgement in interpersonal interactions.

Education and Experience:

1. Requires minimum high school diploma or G.E.D.; two years of college coursework preferred.
2. Preferred certification in one or more of the following: A+, Network+, Security+.
3. Project management experience and familiarity with IT terminology preferred.
4. Requires a valid Colorado driver's license.

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

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.