



VOICE SYSTEMS ANALYST

Library 21c

40 hours per week, non-exempt

Open to all qualified current staff and external applicants

Date Posted: October 29, 2025

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

Starting Wage: \$26.09 per hour - \$32.87 per hour + full benefits
(for benefits information, please see ppld.org/careers/benefits)

Position Hours: 40 hours per week per the following schedule:

Monday – Friday : 8 a.m. – 5 p.m.

Note: Regular 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.

Application Procedure:

1. Complete a PPLD online application located at ppld.org/Jobs at the Application Tab. If It is an internal only job posting, please log In to ESS to fill the application.
2. Attachments should be submitted online in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
3. **Requires resume and cover letter. Applications will not be considered without a resume and cover letter.**
4. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 531 - 6333, ext. 6380 or send an email to sgollapalli@ppld.org

Closing Date: This position is open until November 11, 2025, at 9:59 p.m. MST.

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, 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.

VOICE SYSTEMS ANALYST (contd.)

Position Summary

Operates in a diverse environment to help fulfill the Library's mission by maintaining technology resources in voice and computer systems to enable the efficient use, transfer, storage, retrieval, and display 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.

- Supports Voice and Phone systems under the guidance of the Systems Administrator, including mobile and VOIP phones and cellular routers.
- Analyzes systems and reports issues to the IT Infrastructure Team.
- Maintains system security on endpoints and infrastructure systems.
- Administrates MDM solution for mobile phone configuration and application management.
- 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.
- Guides staff through remote and onsite diagnosis and repair of general computer and communications issues.
- Provides technical assistance and project expertise for IT projects as assigned.
- 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 in a timely manner.
- Performs routine preventive maintenance on peripherals; executes replacement of hardware and software throughout the District, as required.

Additional Duties and Responsibilities

Duties are considered non-essential and include the following:

- Coordinates with vendors for installations and repairs when needed; works with vendors to obtain price quotes for computer related equipment and software.
- Maintain budget and inventories of supplies, spare parts, shop tools and equipment.
- Manages computer hardware and software inventory; maintains records of equipment and software configurations.
- Organizes and monitors systems equipment storeroom.
- Assists with audio/visual configuration and deployment as needed
- Assist with basic mechanical fabrication and basic rack wiring.
- Works in collaboration with IT team members to ensure standard practices and procedures are demonstrated.
- Recommends measures for continuous improvement of methods, performance, and quality of product or service performance delivered and suggests changes to increase efficiency.
- Maintains confidentiality in all customer and staff interactions.

VOICE SYSTEMS ANALYST (contd.)

- Maintains confidentiality regarding network configurations, passwords, or other security or proprietary PPLD information.
- 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; think and act 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 365 applications, Word, Excel, SharePoint, Teams, and Outlook, specialized software, 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:

- Requires an associate's degree in computer science, programming, information systems or a related field, or the equivalent combination of education, training, or experience.
- Requires a minimum of three years of voice computer systems configuration and maintenance experience.
- Must have access to reliable transportation to travel among locations.

VOICE SYSTEMS ANALYST (contd.)

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 workplace practices with office equipment, and/or avoidance of trips and falls and observance of fire regulations.

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

The above position description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

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.
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