



LEANWI

Technology Support Specialist

Job Title

Technology Support Specialist

Location

Northern Waters Library Service Headquarters, Ashland

Reports to

System Director and LEAN WI Lead Engineer

Classification

Nonexempt; Full Time

Summary

The Libraries and Enterprise Applications Nexus of Wisconsin (LEAN WI) partnership consists of three Public Library Systems in Northern Wisconsin: IFLS Library System, Northern Waters Library Service, and Wisconsin Valley Library Service, collectively spanning twenty-five counties and serving over one hundred public libraries and communities.

Core technology infrastructure is hosted in a remote data center in Eau Claire, Wisconsin and the Library Systems are headquartered in Eau Claire, Ashland, and Wausau respectively. The Technology Support Specialists for these systems are responsible for providing professional and courteous support for computers, networking, and related technologies.

Daily interfacing with end users and technology team peers over a variety of channels demands attention to detail, time management, inference of implied need, and strength in written, verbal and interpersonal communications. This position involves regular regional travel to member library sites.

The role of Technology Support Specialist is a full-time position requiring 40 hours per week. Scheduling may fluctuate between periods of consistency and periods of variance, with a need for flexibility which may vary day-to-day. Occasionally, evening and weekend work may be required for after-hours maintenance.



Essential Functions and Responsibilities

The successful Technical Support Specialist will:

- Provide professional and courteous technology support to staff of the LEAN WI partner Library Systems and to member library staff.
- Procure, stage, and deploy computers, printers, networking equipment, and related peripherals following adopted standards and processes.
- Install and configure common and library-specific software and peripherals such as Microsoft Office, Deep Freeze, library automation client software, a variety of form and multi-function printers, specialized label and receipt printers, analog and digital microfilm readers, and barcode scanners.
- Create and maintain up to date OS Images for deployment via Windows Deployment Services, sets up secure and up-to-date computers and installs onsite.
- Assist with production network environment and application services at Library System offices and at member library locations.
- Track and document individual support issues using the LEAN WI helpdesk.
- Create and maintain technical and operational documentation.
- Work collaboratively with technology team peers and other Library System and member library colleagues to routinely assess and evaluate operations, processes and practices, and tools; offering recommendations for new tools and operational adjustments to achieve best practices.
- Assist with drafting and implementing revisions of the LEAN WI long range strategic technology plan and acute operational technology plans.
- Develop and implement solutions for technology-related problems.
- Procure appropriate technology-related equipment and maintain appropriate records for assets.
- Assist the Technology Consultants in providing technology consulting services to Library System staff and member libraries with special emphasis on personal computers.
- Perform other activities as requested by the Library System Director to support local system needs or the LEAN WI CIO to support general needs of the LEAN WI technology partners.
- Regularly engage in professional development activities.



Knowledge, Skills, and Abilities

The qualified Technical Support Specialist will have:

- Broad knowledge of MS Windows desktops (Windows 8 and later) and MS Office suites (2013 and later).
- Broad knowledge of local area wired and wireless networking.
- Practical knowledge of wide area networking, router and firewall configuration, subnet planning and management, and VLAN implementation and management.
- Strong proficiency with Active Directory, filesystem security and authentication management, file and printer sharing, and Windows Client/Server environments in general.
- Proficient analytical and troubleshooting skills.
- Strong interpersonal skills and ability to foster and maintain cooperative and courteous working relationship with staff across the partner library systems, and member library personnel.
- The ability to professionally interact with users and to work effectively and cooperatively in teams.
- Strong written/oral communication skills and demonstrated ability to present complex technical issues to internal and external colleagues and end users who possess varying degrees of technical experience.
- Strong customer service orientation and skills with a commitment to quality, accuracy, and efficiency.
- Strong proficiency identifying and resolving problems, especially related to computers and networking.
- The ability to perform assigned tasks independently and at times with minimal supervision.

The exceptional Technical Support Specialist will have:

- Broad knowledge of Ubiquiti networking products and configurations.
- General competency with WordPress and website management.
- Practical knowledge of SQL.

Travel Requirements

The qualified Technical Support Specialist must be able to travel regularly within the local Library System, occasionally to sites in partner Library Systems, and/or to state-level functions and is required to have and maintain a valid Wisconsin driver's license and means of transportation.



Education and Experience

- Bachelor's Degree in Information Technology or related program is highly desirable.
- Associate Degree with two years of experience with some combination of Microsoft Windows Professional, MacOSX, Microsoft Windows Server, Active Directory, Local Area Networks, Wide Area Networks, software installation, hardware installation and configuration, help desk support will be considered.
- Experience providing basic end-user support training with general use of computer applications is required.
- Experience in library automation, high-speed telecommunications, virtualization environments, and group policy is desired.
- Experience working at enterprise scale within small organizations is desired.
- Experience with vendor relationship management and procurement processes is desired.
- MTA, MCSA, A+, Network+ and/or better certifications are preferred.

Mental Requirements

- **Analytical Skills:** Resolve novel and diverse work problems; adapt to rapidly changing technical environments and troubleshoot problems as they arise; identify problems and potential areas for improvement; utilize available information sources in decision making; develop feasible, realistic solutions to problems. Ability to interpret an extensive variety of technical instructions and deal with abstract and concrete variables. Ability to prioritize workload.
- **Communication Skills:** Effectively communicate ideas and information both in written and oral forms and in Standard English; ingest information with sometimes erroneous statements or misuse of terminology and be able to process it and work through the conversation successfully, maintaining a positive attitude and demeanor.
- **Reading Ability:** Effectively read and understand information contained in professional resources, documentation, memoranda, reports, and bulletins.
- **Mathematical Ability:** Perform basic arithmetic [addition, subtraction, multiplication, division] using whole numbers, common fractions, and decimals. Compute rate, ratio, percentage, and draw and interpret bar graphs. Work with mathematical concepts such as probability and statistical inference.
- **Time Management:** Manage multiple support incidents, set priorities, and meet project and assignment deadlines.



Physical Demands

- This position may involve these physical tasks: To occasionally sit; use hands to write, grasp, use hand held tools, and type; talk; hear; stand, walk, and reach with hands and arms; and lift and/or move up to fifty (50) pounds.
- Specific vision abilities which may be involved with this position include close vision, distance vision, depth perception, and ability to adjust or focus.
- The ability to drive is required.

Work Environment

- Friendly, courteous, and collegial culture.
- While performing the duties of this job, may be exposed to risk of electric shock.
- Heated and air-conditioned office environment. Low to moderate noise level.
- Computer equipment may need to be lifted and carried and placement of equipment may lead to being in awkward positions or circumstances on occasion.
- Consistent attendance and punctuality are mandatory.

This job description is meant to describe the general content and requirements of the position. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.