Computer and Networking Technician -Full-Time Bargaining Union (SEIU) (1 position remaining)

Grade: F1 $21.9440

Cleveland Public Library strives to be the driving force behind a powerful culture of learning that will inspire Clevelanders from all walks of life to continually learn, share, and seek out new knowledge

The successful applicant will be a self-directed professional with a strong work ethic, a collaborative work style, a sense of humor, and the skill set to thrive in a welcoming service environment for patron and staff.

Job Summary

Provide and maintain technical support of the Cleveland Public Library and CLEVNET libraries computer systems and networks.

Qualifications:

• Associates Degree or the equivalent of two years coursework at an accredited college or university.

• Electronic technology/engineering degree preferred.

• One year computer, networking, and telecommunications experience

Technical Skills

• Ability to identify, to analyze, and to resolve computer hardware problems.

• Knowledge of computer and peripheral networking connectivity technology.

• Knowledge of Windows and other operating systems along with Active Directory and NT Domain models, and the tools needed to support them.

• Knowledge of server operating systems and technology.

• Ability to perform network troubleshooting including LAN/WAN.

• Knowledge of PC hardware and peripherals.

• Knowledge of PC imaging techniques for mass deployment.

• Knowledge of network device commands and configuration.

• Ability to quickly learn new computer and software skills on a regular basis.

• Ability to set priorities and to organize data and workflows.

• Knowledge of business mathematics and business English including spelling and grammar.

• Ability to adapt to new and updated software and procedures.

• Ability to demonstrate intermediate level computer skills including use of MS Windows, word processing, spreadsheet processing, electronic communication, database management, and Internet browsing.

• Ability to maintain insurable driving status per the standards of the Library’s fleet insurance carrier.

Essential Job Duties and Responsibilities:

• Adheres to Library attendance and work schedule policies.

• Complies with all Library work rules, procedures, and policies.

• Maintains a safe work environment.

• Installs, tests, configures, and troubleshoots hardware and software applications and equipment on networked systems.

• Installs cabling and wiring for system computers, servers and networks, and peripheral equipment.

• Troubleshoots and resolves system hardware, software, and communications problems including coordinating with vendors.

• Provides Library staff with technical support related to the use of desktop computers including hardware, software, and peripheral equipment such as printers, scanners, cameras, and projectors.

• Provides information regarding the use and functionality of hardware and software.

• Conducts scheduled system and database back-ups including performing restores, and maintaining back up tapes internally and with vendors.

• Recommends changes to improve and optimize computer and network functionality.

• Performs network administration duties including monitoring and adding applications, users and devices, modifying user profiles, monitoring storage utilization, and documenting network changes and revisions.

• Administers system-level security procedures including establishing and maintaining user accounts, assigning file permissions, and administering password and account policies.

• Inventories new equipment and maintains data in the fixed assets system.

• Logs problems in help desk software.

• Maintains Anti-Virus software. Other Job Duties:

• May attend meetings; participate on committees, present workshops and training.

• May perform select duties of other staff in their absence.

• Performs other duties as required.

Recruiter: Sacheen Dunn-Ford

Email resumes to sacheen.dunn-ford@cpl.org or apply on-line at [www.cpl.org](http://www.cpl.org)