

## **Desktop Support Administrator** **Full time position available at Main**

**Status:** Non-exempt

The Boone County Public Library is seeking a motivated and talented full time Desktop Support Administrator to be a part of a collaborative team. Under the general direction of the IT Coordinator, the Desktop Support Administrator performs tasks related to managing information and telecommunications to contribute toward the success of our technology initiatives. The Desktop Support Administrator interacts extensively with the public and other staff members.

### **Responsibilities:**

- ✓ Install, configure, and maintain desktop and system hardware and software; troubleshoot hardware and software problems
  - ✓ Provide technical support to library staff and customers, as appropriate; perform maintenance
  - ✓ Evaluate and recommend hardware and software
  - ✓ Maintain an inventory of library systems equipment and supplies
  - ✓ Administer library e-mail accounts; Create and maintain staff accounts
  - ✓ Creates, maintains and deploys standard desktop images
  - ✓ Develop and maintain system documentation and technical manuals
  - ✓ Provides VOIP support to library staff
  - ✓ Prepare reports and compile statistics related to equipment/network status and performance
  - ✓ Develop new methods and procedures in order to comply with new software and hardware standards
  - ✓ Assist in desktop configuration selection to achieve fit for purpose for end users
- Perform related duties as assigned

### **Knowledge Requirements:**

Undergraduate degree in related discipline. 2-5 years progressively more responsible related experience **OR** Equivalent combination of education, technical training, and work experience that will provide the required knowledge, skills and abilities

### **Skills Requirements:**

Knowledge of library-related technologies including computer hardware, software, networking, information storage and retrieval; awareness of current technology trends and developments  
Knowledge of and experience with PC's, Windows operating environment, and Microsoft Office products

Ability to establish and maintain effective working relationships with other employees and the public  
Ability to learn new technology and apply that knowledge.

Desire to share knowledge with and learn from others on the team.

Strong analytical and problem solving skills.

Good organization and time management skills.

Ability to set priorities and work independently  
Ability to communicate effectively verbally and in writing; strong presentation skills  
Proficiency with computers, the Internet and various software programs  
Travel among library branches as needed

## **PHYSICAL DEMANDS**

Light to medium work [lifting, pushing or pulling 20-50 lb. maximum]  
Movement throughout the facility locating/retrieving materials and assisting users  
Traveling among library branches; transporting computer equipment  
Reaching, bending, kneeling and crouching to install computer equipment, retrieve and replace library materials, and pack and unpack boxes  
Handling and manipulating library materials; pages, cards, forms, etc.  
Handling and manipulating computer equipment, components and accessories  
Visual acuity sufficient to read primarily typed or printed text in a variety of font sizes and styles

## **Salary:**

Starting \$19.20 per hour, commensurate with qualifications: Excellent benefits package, which includes healthcare coverage at no cost to employee, and participation in the County Employees Retirement System.

**If you have the qualifications for this position, send cover letter, job application and resume to:**

Human Resources Manager  
Boone County Public Library  
1786 Burlington Pike  
Burlington, KY 41005  
e-mail [jobs@bcpl.org](mailto:jobs@bcpl.org)  
fax 859-689-0410

**Applications received prior to February 21st, 2019 will receive first consideration.**