



Are you ready to “*Find Yourself Here*”? At the top public library system in the Nation.

CCPL is currently seeking an ITD Specialist – Systems Support here in Northeast Ohio. This Systems Support Specialist will join an engaged staffed team eager to promote our mission of being at the center of community life by creating an environment where reading, lifelong learning and civic engagement thrive.

We offer:

- Competitive benefits
- Great pay
- Work life balance
- Top of the line programming
- Engaging wellness plan
- And so much more.

Review the summary of the job description below AND apply today: [6192694:Career Search \(saashr.com\)](https://saashr.com/6192694:Career-Search)

ITD Specialist – Systems Support

GENERAL SUMMARY

Under limited supervision, coordinates the acquisition, maintenance, and support of hardware equipment and software licenses. Oversees installation and inventory of hardware equipment and software licenses. Serves as the onsite contact and coordinator for PC installations and moves, in new and existing buildings.

JOB REQUIREMENTS

Competencies that an incumbent should be able to demonstrate and that are reflected in the knowledge, skills and abilities that lead to the satisfactory accomplishment of the Essential Job Functions below, include Communications Skills; Feedback; Listening; Analytical Ability; Problem Solving Ability; Quality Focus; Customer Service; Decision Making Ability; Perception/Judgment; Results Focus; Dependability; Attention to Detail; Taking Initiative/Responsibility; Diversity Focus; Planning & Organizing; and Cost Consciousness. The incumbent is also expected to be proficient in the Function/Task- Specific dimensions of Computer Knowledge and Use; Systems & Information Technology: Physical Network Support, Hardware Support, Operating Systems, Project Management, Systems Management, and Troubleshooting.

Specific Knowledge, Skills, and Abilities required include:

- Knowledge of business procedures and practices as applied to acquisitions of hardware and software.
- Knowledge of operating systems, hardware and data communications sufficient to perform and supervise troubleshooting and resolving of hardware, network and software problems.
- Knowledge of current and emerging technologies.
- Ability to organize and prioritize personal and team activities.
- Ability to function as both a team player and team leader.
- Ability to resolve complex business and technical problems.
- Ability to handle multiple tasks simultaneously with frequent interruptions, including the ability to successfully prioritize both emergency and non- emergency issues.
- Ability to learn and adjust easily to new and changing technology.
- Skill in utilizing the principles and practices of effective and persuasive communication to elicit information, negotiate problem resolution, influence and solicit cooperation, and seek and obtain support for various programs or policies.
- Skill in delivering work products that reflect a high commitment to quality.
- Skill in exercising an advanced level of initiative, judgment, discretion and decision making to integrate organizational priorities, meet deadlines, and achieve objectives.

ESSENTIAL JOB FUNCTIONS

- Complies with Cuyahoga County Public Library's policies, rules, guidelines, procedures, requirements, standards, and practices applicable to the job, including (but not limited to) work scheduling and attendance, customer service, use of Library property, computer use, personal conduct, and confidentiality.
- Prepares specifications and requests for quotes and bids for hardware, software and services.
- Collaborates and communicates with Branch/Department managers and staff throughout projects; ensuring that all relevant scheduling, equipment, furniture, and training issues are resolved in order to limit impact upon customer services and minimize disruptions to operations.
- Plans, coordinates and leads hardware and software installation and upgrade projects. Utilizes structured project management techniques to ensure the delivery of projects on an on-time and on-budget basis.
- Works with vendors, phone company, and contractors for data communications service and cabling.
- Responsible for inventory and equipment maintenance and purchase records.
- Serves as contact/coordinator with vendors for service and maintenance contracts.
- Provides staff training and development opportunities.
- Complies with work scheduling and attendance requirements.
- Safeguards the confidentiality of all library electronic and paper records.
- Participates in the development of library hardware and software standards.
- Provides cross coverage within System Support and Information Technology teams as needed.

Summary Minimum Education & Experience Required

- Bachelors degree in Computer Science or a related field.
- Minimum two years experience supervising the acquisition, installation, troubleshooting, and support of equipment in a networked multi-site environment.
- Minimum of two years project and team leadership experience.
- Any acceptable combination of education, training, and experience that provides the above Knowledge, Skills, and Abilities may be substituted for those listed.

OTHER TESTING/LICENSES REQUIRED

- A valid driver's license is required and incumbent must be insurable. A clean driving record must be maintained at all times.
- Reliable personal transportation for commuting to and from the work locations.
- A criminal background check and physical are required, and a pre - employment drug screening.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- If needed, incumbent must be available for on-call status for system support or emergencies.
- Requires individual willing to work a flexible schedule of hours, including evenings and weekends.
- Work involves near continuous use of work computer.
- Considerable physical exertion such as bending and stooping, crawling under desks, and pushing equipment carts. Frequent lifting and carrying items up to approximately 35 pounds and occasional lifting up to approximately 50 pounds.
- Exposure to noise, dust, dirt and chemicals, and the potential hazards of heights, electric and moving parts.