

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

**CCPL** is currently seeking a **Systems Support Technician** here in Northeast Ohio. This Systems Support Technician will be joining an engaged staffed team that is 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 \(saashr.com\)](#)**

## **Systems Support Technician**

### **GENERAL SUMMARY**

Under moderate direction, sets up, configures, troubleshoots, and maintains computer hardware and software at all facilities of the library system. Serves as point of contact for problem resolution and support services for Library users using computer equipment and applications. Responsible for installation and support of hardware and software products. Work also involves troubleshooting and diagnosing technology equipment, arrangements for outside repairs as necessary; and maintaining inventory supplies. Requires use of various tools for diagnosing and resolving complex technical problems.

### **JOB REQUIREMENTS**

- Knowledge of business procedures and practices related to Systems Support operations.
- Knowledge of the hardware, software and network technologies.
- Knowledge of current and emerging technologies.
- Ability to troubleshoot, diagnose and resolve problems with personal computers, operating systems and applications software.
- Ability to work well under the pressure of deadlines and heavy work loads.
- Ability to learn and adjust easily to new and changing technology.
- Skills necessary to develop and maintain effective and appropriate working relationships with co-workers, customers, vendors, and/or representatives of other agencies.
- Skill in exercising advanced level of verbal, inter-personal and customer service skills.
- Ability to handle multiple tasks simultaneously with frequent interruptions.
- Ability to detect basic errors and make corrections as directed and under established procedures.
- Ability to accurately organize and maintain paper documents and electronic files.
- Ability to demonstrate proficient use of software or systems applicable to the essential functions of the job, which may include (but not be limited to) email/calendar software, internet/intranet browsers, word processing, spreadsheets, database software, and various systems or software used by CCPL.
- Ability to apply sound judgment, resolve problems, and make effective decisions.

### **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.
- Installs and supports hardware and software.
- Troubleshoots and diagnoses hardware and software problems.
- Explains and demonstrates the use of hardware and software products.
- Assembles and tests equipment.
- Creates and maintains hardware inventory, software license records, and documentation.

- Serves as first point of contact for problem resolution and support services for Library users using computer equipment and applications as needed. Assists in explaining and demonstrating the use of hardware and software products to library users as needed.
- Identifies, prioritizes, researches, troubleshoots and resolves technology related problems.
- Complies with procedures for reporting the progress and status of assigned tasks.
- Creates and maintains documentation of service requests and resolutions.
- Provides cross coverage within Systems Support Technician and other Information Technology teams as needed.
- Performs data entry and clerical activities as assigned.
- Safeguards the confidentiality of all library electronic and paper records.
- Participates in the development of library hardware and software standards.

#### **Summary Minimum Education & Experience Required**

- Associates Degree in Computer Science or related field.
- Minimum of two years of experience supporting or repairing computer technology.
- Proficiency with at least two current library standard hardware and software products.
- An 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**

- Due to the physical exertion required to perform the essential duties of this job, the decision to hire is contingent on job candidate passing a pre-employment medical exam through a medical provider contracted by the library.
- A criminal background check is required, as are pre-employment drug and nicotine screens.

#### **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.
- Considerable physical exertion such as bending and stooping, crawling under desks, and pushing equipment carts. Occasional lifting and carrying items up to approximately 35 pounds.
- Exposure to noise, dust, dirt and chemicals, and the potential hazards of heights, electric and moving parts.