

## IT Support Technician II

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**FLSA Status:** Non-Exempt

**Hours:** 40 hours per week

**Rate:** \$37.42 - \$50.14, depending on experience

This position requires working full time in the office in San Mateo and travelling to libraries within San Mateo County.

### **About PLS:**

The Peninsula Library System (PLS) is a consortium of 34 public and community college libraries located in San Mateo County working together to provide innovative and cost-effective service to their users. Founded in 1971, the system is a Joint Powers of Agreement and is funded primarily by member libraries: Burlingame Public Library, Daly City Public Library, Menlo Park Public Library, Redwood City Public Library, San Bruno Public Library, San Mateo County Libraries, San Mateo Public Library, South San Francisco Public Library, and the San Mateo County Community College District (including the College of San Mateo, Canada College and Skyline College). PLS receives support from the state California Library Services Act, the federal Library Services and Technology Act, and local contracts for special services.

### **Summary**

Under the direct supervision of the IT Director, the IT Support Technician II performs more advanced support for the help desk, applications, and technical support for the Peninsula Library System libraries. The position is part of the Peninsula Library System's IT Unit, called the Peninsula Library Automated Network (PLAN).

This position serves as the primary point of contact for the help desk ticketing system, manages Active Directory accounts, provides desktop support, and offers assistance with Office 365 and list-serv operations.

The position serves as the technical lead for library service applications for the member libraries, including RFID software and hardware, automated material handling and sorting systems (AMH), and providing occasional hands-on support for library check-in equipment. They are responsible for coordinating and managing small to large scale projects.

*The IT Support Technician II is the journeyman level position in the IT Support Technician series. The IT Support Technician II works under general supervision and performs higher level IT support duties to support libraries and PLAN.*

## Organizational Impact

- Member libraries require 24/7 access to email accounts, servers, and functional access to self-checks and automated material handling systems and other applications.
- Responsive and excellent technical support is essential for member libraries.

## Essential Duties and Responsibilities:

- Serve as the primary point of contact for the help desk ticketing system that the member libraries use. Based on help desk Service Level Agreement (SLA) standards, respond to tickets, troubleshoot and assist users with hardware and software issues; evaluate problem severity, resolve or escalate to appropriate personnel or vendor for resolution.
- Technical lead for all member library RFID software and hardware, self-check machines, and automated material handling sorting systems (AMH), and other PLS network-related applications. Provide general and more advanced remote and in-person support, and open tickets with vendors as needed.
- Manage the Active Directory email creation, deletion and maintenance for several hundred library staff. Manage group policies, distribution groups, access control lists, etc.
- Coordinate with vendors for new hardware installs and upgrades for AMHs, self-checks, and other member library hardware. Execute tests of new hardware and software and support beta testing of new vendor hardware and software.
- Manage listservs (creating and managing users).
- Perform general maintenance, upgrades and patching of Windows servers.
- Maintain inventory of PLS administration laptops, workstations, peripheral equipment; prepare workstations for new users and help with onboarding, training and support. Serve as technical resource and primary point of contact for PLS administration users; provide desktop and end-user support.
- Maintain inventory of member libraries' hardware, such as self-checks, AMHs, and other peripherals, including purchase date, OS, and other details. Work with other team members in tracking assets in the asset management system to assist with hardware and software replacement schedules.

## Other Job Duties:

- Write basic PowerShell scripts.
- Develop and deliver technical training for library staff in new technologies.
- Order PLS wide purchases such as but not limited to RFID, barcodes, printers, scanners.
- Create and maintain technical documentation for library hardware and software.
- Project Coordinator on specific internal and library projects.
- Participate in departmental systems planning activities.

This job description is not a complete list of potential duties. Employees will be required to follow any other instructions and to perform any other duties requested by their supervisor.

**Education:**

- Associate's degree in computer science or equivalent experience

Preferred: CompTIA Certifications (Server+, Security+ and Tech+), certificates for Windows, scripting, network or computer support, Microsoft Certification(s)

**Experience:**

- 3 years working in IT support roles
- Troubleshooting PCs and laptops
- Windows server maintenance and support
- 2 years of experience managing help desk tickets, triage, communication, and resolution based on SLA
- Experience coordinating projects, project management, and managing problems to resolution

Preferred: Freshdesk help desk ticketing system; Inventory management and/or MDM experience; Intune

**Knowledge:**

- O365, Windows 10, 11, MacOS. MS Office suite: including Word, Excel, PowerPoint
- Computer networking, TCP/IP, RDP, FTP, Telnet, TeamViewer (or remote support software)
- English usage, spelling, and grammar
- PC and server maintenance
- Basic scripting

Preferred: Linux; Basic CMS, OSI layer, PHP, CSS, SQL, MySQL, computer networking; Common IT security and cybersecurity industry knowledge and practices

**Skills and Abilities:**

- Excellent organizational, interpersonal, customer service and communication skills
- Excellent time management skills, self-starter with the ability to work unsupervised
- Communicate effectively with a wide variety of people, including coworkers, member library staff, and vendors
- Ability to remain calm and logical in pressure situations and to adapt to a fast-paced environment with changing needs

**REQUIRED QUALIFICATIONS**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying.

**Work Environment and Physical Demands:**

Normally seated, standing or walking at will; normal physical activity including some bending, pushing, pulling, and carrying, which may range up to 50 lbs., upon occasion. Keyboarding and working at a computer monitor for extended periods required. Phone

usage, reading, speaking, and listening required. Work environment involves everyday risks or discomforts that require normal safety precautions typical of offices.

Employee will be required to travel to PLS member libraries and PLS facilities within San Mateo County on short notice and in a timely manner to service/install equipment. May need to transport tools and parts with them.

**Benefits:**

**Insurance:** Employer paid Cafeteria Plan allowance for medical and dental insurance. Any portion of the Cafeteria Plan allowance not allocated to employee's medical and dental insurance contributions will be placed annually into the employee's 457(b) Deferred Compensation plan. Employer paid life insurance.

**Retirement:** Defined Contribution pension plan with 7.5% contribution paid by employer.

**Other Benefits:** Minimum of 2 weeks of vacation per year, plus 4 days floating holiday, and 11 paid holidays. Sick leave. Deferred Compensation plan available.

*Qualified applicants are encouraged to apply immediately as this recruitment will close at any time. We will review the first round of applications on **September 25, 2024**.*

**How to apply:**

**Please submit the following to Wendy Cao, [caow@plsinfo.org](mailto:caow@plsinfo.org).**

Please include a cover letter, resume and three professional references.