POSITION VACANCY ANNOUNCEMENT

POSITION: IT Expert – Humanities and Social Sciences Services Reference Technology Services Unit

SALARY: Anticipated starting salary is $36,159/annually. Actual starting salary commensurate with applicant’s skills, knowledge and abilities

REQUISITION #: 0701220

DEADLINE DATE: January 5, 2007

JOB SUMMARY:
The George A. Smathers Libraries is recruiting for the position of IT Expert in the Humanities and Social Sciences Services Reference Technology Services Unit. The primary function of this position is to lead the team that provides technical support for multifunctional workstations, associated peripherals, and electronic resources used by the H&SS Library West staff and patrons. This position provides assistance to the public as needed in the dynamic Library West third floor reference and information commons area. Serves as the primary H&SS Reference liaison to the Smathers Libraries’ Systems Department and as a resource for the systems liaisons in the H&SS Branch Libraries. This position also provides technical support and operational guidance for the public printing and photocopying system. This position primarily working hours are 8:00 am to 5:00 pm, with at least one evening reference desk shift and regular weekend reference rotations. Schedule may vary due to computer maintenance projects and other duties that require work during low public use periods.

RESPONSIBILITIES:
• Leads the team of departmental Systems liaisons who perform complete computer hardware and software installations and setup and ongoing maintenance; maintains security for all workstations.
• Hires, trains, and directly supervises one IT Specialist.
• Works closely with the Public Services Technical Coordinator and serves on the Public Computer Management Team; serves as a resource person for the H&SS Branch Liaisons.
• Responsible for securing all public and staff computers; maintains an updated disaster plan and takes appropriate security measures in emergency situations.
• Provides proper hookup cabling; configures networked workstations; tests operation and performance on all work.

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• Does testing of new applications and documents any needed set-up procedures.
• Stays informed on security measures for public/staff workstations and performs needed updates to improve performance and protection against viruses and vandalism.
• Maintains specialized workstations, including scanning and CD-ROM workstations.
• Troubleshoots computer equipment and software problems, consulting with the H&SSS Electronic Resources Librarian, the Public Services Technical Coordinator, and other Systems Department technicians as needed.
• Performs needed repairs to computer equipment and peripherals.
• Reloads software and operating systems as needed; re-establishes network connections.
• Provides patron assistance in the Humanities and Social Sciences and in the use of the Library West public computer equipment.
• Serves on the Library West public service desks, including nights and weekends, providing basic research assistance and referrals.
• Assists users in locating library materials and networked electronic resources.
• Provides one-on-one assistance to users in the public computer information commons areas.
• Provides instruction for patrons on the use of the public equipment and printing and copying services.
• May participate in virtual reference service and/or the library instruction program.
• Responds to questions and equipment problem reports from H&SS Reference staff and the Branch liaisons; resolves the reported problem, performing or assigning maintenance as needed; replies to the person reporting and provides them with instruction or explanation as necessary.
• Provides staff training in the use of Information Commons equipment as well as personal staff workstations.
• Troubleshoots Xerox printing problems and works with the Public Services Technical Coordinator, Xerox technical staff and the Libraries’ Systems Department technicians as needed to resolve problems.
• Participates in training provided by Xerox technicians in the installation and maintenance of their clients.
• Provides needed instruction and documentation to library staff in the operation and use of these applications.
• Works in conjunction with the coordinator of H&SS Reference student assistants to assure continued training and evaluation of the computer desk assistants and to determine appropriate tasks, providing written documentation of both normal and emergency procedures for these assigned tasks.
• Reports problems to the Student Coordinator and suggests course of action to improve student assistant performance.

QUALIFICATIONS:
Minimum qualifications:
High school diploma and four years of any combination of relevant experience, education and/or certification. The level of expertise and skill required to qualify for a position in this classification is generally attained through combinations of education and experience in the field. While such employees commonly have a bachelor's or higher degree, no particular academic degree is required.

Preferred Qualifications:
• Ability to establish and maintain effective working relationships with others.
• Ability to lead a technical team and accomplish work within deadlines.
• Strong oral and written communication skills, including
• Ability to provide instruction in a diverse computer/help desk environment.

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• Ability to provide assistance to staff with computer-related problems and explain solutions and techniques to them in a clear manner.
• Ability to work accurately with minimal direct supervision.
• Demonstrated ability to perform repair of computer equipment; ability to troubleshoot equipment and software problems and exercising good judgment in deciding when to request assistance.
• Experience with Windows operating systems, basic understanding and use of the Internet.
• Demonstrated knowledge of networked systems; familiarity with LANs and network configurations.
• Knowledge of automated library services; awareness of trends in automation; ability to learn new services and work with new electronic products.
• Experience in a library or service organization.
• College degree in a field related to the humanities and social sciences.