IT Specialist

Portland Public Library (PPL) is currently seeking an **IT Specialist.** Reporting to the **Associate Director,** the IT Specialist maintains a reliable, secure, and efficient network. This position is required to deploy, configure, maintain and monitor all active network equipment for five locations within the Portland Public Library in order to ensure smooth network operation. This position provides primary management, maintenance, and support of all technology for the staff and the public. This includes development and implementation of new technology ventures and supporting all existing technology hardware and software.

This is a union-represented, **full-time, 37.5 hours per week** onsite position, normally scheduled to work **Monday through Friday**, after training.

Nature & Scope

- Maintains and builds technology infrastructure of library system including all networking, hardware, and software. Actively contributes to developing the role of technology in the operation of the library; contributes to the processes regulating the use of computers, core equipment, and the network; coordinates services and relationships with technology vendors & contracted systems support; works with appropriate advisory groups; and collaborates with and supports PPL colleagues systemwide.
- Actively contributes to library's technology vision and growth. Participates with Department Directors and Library Administration in the planning, provision, supervision, and evaluation of library systems. Identifies and implements technology throughout the library including proposing solutions and managing implementations of technology advancement projects. Promotes and facilitates staff involvement with technology.
- Works with different levels of library staff stakeholders for effective planning, deployment, and maintenance of library technology. Communicates before, during, and after implementations for maximum staff involvement and adoption using multiple communication avenues. This position advocates, plans for, and provides staff training on technology tools.
- Works in collaboration with IT Technician II performing help desk functions.
- Creates and maintains documentation for existing workflows and configurations.
- Manages and troubleshoots servers, networking equipment (wired/wireless), and other central technology systems, (VoIP phone system and security system) in conjunction with city network partners and technology contractors. Manages and renews SSL certificates. Responsible for overseeing and troubleshooting problems with the technology systems at all library locations, and for communicating effectively with staff regarding them. Manages the security of the library network, including firewall, filters, and physical security devices and systems. Manages wireless network.
- Manages and troubleshoots internet connections/bandwidth and relationships with ISPs. In conjunction with our ISPs (currently MSLN and INET), this position works to ensure that the network connections at all library locations are adequate and stable. Assesses bandwidth connection performance and trends and advocates and strategizes for improvements with Department Directors. Troubleshoots internet failures and communicates with staff about solutions. Manages assistance from outside technology support vendors as needed.
- Purchases hardware and software, creates images, and installs equipment in collaboration with appropriate Directors and the IT Technician II.
- Manages computer images, builds and re/images new equipment, and installs hardware and software. Consults with staff to craft images and an efficient imaging process to meet the needs of the public and staff computer users.

- Manages public technology environments including public computing, public catalog kiosks, self-checkout machines, and other public-service workstations. Primary responsibility for public computing includes patron computer management software/server and other computer management systems. Maintains hardware and software and troubleshoots equipment problems of computers, wireless network, public printing, and other public service stations.
- Oversees training of new hires on phone system, workstations, and Microsoft 365.
- Coordinates service agreements and other contracted support with system vendors.
- Seeks opportunities for professional development. The IT Specialist must keep abreast of trends and advances in the field of technology, digital services, and, generally, technology in libraries.
- Contributes to department goals by completing related duties as required.
- Participates in maintaining a safe and welcoming environment for library users and fellow staff members.
- The primary challenges of this position are:

    o Keeping the technology environments in strong, stable, working order.
    o Multitasking and prioritizing to accomplish numerous new projects while maintaining current environment.
    o Staying alert and creative to facilitate the library on its path of technological growth and development.
    o Keeping close communication with decision-makers and stakeholders for effective maintenance and development of the technology environments.

Basic Qualifications

This position requires a Bachelor's Degree in Computer Science/Information Systems, or equivalent certification and experience, 3 years' experience with complex, multi-site networks, network security, and system management, and the following knowledge, ability and skills:
- Proven communication excellence to explain technology needs, consult on technology solutions, and teach/coach for technology implementation and maintenance
- Proven expertise with Microsoft Windows servers, Active Directory, and Office 365 Microsoft certification is a plus
- Proven project management expertise with ability to manage numerous projects and issues simultaneously
- Outstanding customer service commitment and practice
- Deep natural curiosity and interest in the changes and challenges of a new position in a rapidly transforming institution and field
- Attention to detail

Work Environment and Physical Demands

- This position is performed in a busy and diverse public library environment where public interaction sometimes can present challenging situations.
- This position may require lifting up to 50 lbs.
- This position requires regular use of a computer.
- Manual dexterity is necessary for carrying and installing general computer hardware.

Compensation & Benefits

Hours & Pay: This is a union-represented, **full-time, 37.5 hours per week** onsite position, normally scheduled to work, **Monday through Friday**. **Pay begins at $24.06-$28.18/hour depending on experience.**

Benefits & Other Details: Excellent benefits package includes health, dental, and vision insurance, retirement options (in lieu of Social Security), and paid leave.

How to Apply

To apply, please send your resume, letter of interest, and three professional references via email at careers@portlib.org.

Mailed applications may be sent to:

>Human Resources
>Portland Public Library
>5 Monument Square
>Portland, ME 04101

About PPL

Portland Public Library is an equal-opportunity employer dedicated to creating a culture that fosters continuous staff development and engagement to reflect the learning role we play for our patrons. We value self-directed growth as well as sharing knowledge and experience, working collaboratively, and communicating openly.

PPL promotes professional engagement with colleagues, with community efforts, and with others in the library field. Every employee of the Portland Public Library strives to offer the highest quality service – externally to library patrons and internally to colleagues.

We are committed to hiring and maintaining a diverse workforce of highly qualified staff to broaden perspectives, promote equity and inclusion, and connect to the breadth of our community. Applicants with racially, ethnically, or culturally diverse identities or backgrounds are encouraged to apply.