

MHLS Seeks New Tech Support Specialist (part-time): Works under the direction of the IT Operations Supervisor; provides phone, email, and in person support to member libraries; analyzes and resolves hardware, software and networking/communication problems; assists in managing library websites; provides documentation/training on technical issues, assists in managing server and network equipment, provides technical advice to member libraries and System staff.

The successful applicant will become part of a vibrant team, providing support to member libraries in a positive working environment.

Required Qualifications:

- Associate's degree (A. A.) or equivalent from two-year college or technical school and one or more years in related work; or satisfactory completion of a vendor certified program designed to fully support industry standard network operating systems; or some equivalent combination of training and experience.
- Experience providing tech support/network administration in a professional environment highly preferred.
- A working knowledge of Integrated Library System (ILS) software.
- Must have strong verbal communication skills in phone support and in-person training environments.
- The ability to adapt to changing technologies.
- A current driver's license / Some travel required. Must be able to provide field support across Greene, Columbia, Ulster, Dutchess, and Putnam counties.

Preferred Qualifications:

- Experience with Wordpress
- Experience with HTML & CSS
- Experience using either the Millennium or Sierra ILS.
- Must have experience supporting users in-person and remotely in solving software, hardware, and networking issues.
- Shows strong troubleshooting skills to analyze and resolve these problems. Should have experience in troubleshooting network, computer, printer, scanner, software, and other peripheral hardware errors, website errors, and have administrative knowledge of current operating systems, including Windows.
- Proficiency and judgment in recommending technical and non-technical solutions to problems

Hiring salary for this part-time hourly position is \$20.00 per hour. Benefits include prorated paid holiday and vacation and NYS Retirement System membership.

Please submit your cover letter and résumé online as a PDF attachment to jobs@midhudson.org

Application Deadline: Monday, November 30, 2019.