



FACT SHEET FOR ASSISTANT MANAGER, LEAD TECHNICIAN  
(full-time exempt position) 9/2010

---

**Please submit a cover letter and resume to Carey Hartmann by 6 pm Friday, September 10, 2010 to be considered for an interview. Job open until filled.**

---

Background

In 2007 Laramie County Library System (LCLS) opened a new facility in Cheyenne that included state of the art library technology and increased the square footage in which to provide service from 37,000 square feet on one floor to 103,000 square feet on three floors. LCLS has branches in Burns, WY and in Pine Bluffs, WY and operates a bookmobile with cellular connectivity to the Internet. Novell is the primary network operating system yet the LCLS network includes eight Microsoft servers.

LCLS has 4 local area networks and a wireless network. LCLS Information Technology Division (IT) manages 12 servers, over 260 PCs, over 80 printers and copiers, a voice over IP phone system, several Cisco switches, firewall, and filter. This is a diverse network with several layers of security both client side and firewall. IT uses Novell ZENworks to manage PCs, security, applications and reporting. IT is also responsible for miscellaneous hardware such as microphones in the meeting rooms, a public address system, and projectors.

IT manages systems unique to a public library environment, such as Comprise Smart Access Manager (SAM), software that controls how people sign up for a public pc, print, filter, and time management; 3M self check software/hardware; Lyngsoe automated sortation software/hardware for managing book returns; and VISIX, software that manages the meeting rooms. LCLS is a part of the WYLD Consortium. WYLD is a statewide cooperation of public, school, academic and special libraries that share the same library card and materials database. Sirsi is the Integrated Library System (ILS) used by the consortium. It is housed and maintained by the Wyoming State Library. Routers and SIP2 interface provide communication from LCLS to this system.

With the network developing for over 20 years, and with limited funding, it is not surprising that the library's equipment is varied. The workstations have from 1GHz to 3.4 GHz processors with various NICs, video and sound cards. Printers are mainly networked HP printers; some are attached directly to the workstation. LCLS has 5 networked Xerox copiers.

LCLS has one VLAN specifically for public use and another for internal use. Diverse software products and fairly complex security is maintained in this environment. The employee's PCs are Windows XP, use GroupWise as the e-mail client, and MSOffice 2007. The public has access to various software and hardware products. The public PCs are managed and secured with ZENworks, Public Web Browser,

Smart Access Manager and some have centurion software. The children and teen areas have CD-ROM products, software installed on the file server and the PC's hard drive for their use. They also have internet access. The main usage by the public is LCLS' access to WYLD CAT, UW Catalog, the Internet and word processing.

The public has access to 50 computers in the third floor Computer Center. 12 of the 50 computers are in a training room that can be opened for public use when classes are not taking place. In addition, computer labs are also in the Special Collections Room for use primarily by genealogy researchers and on the second floor in two areas, one area for teens and the other area for children and their parents. In addition, computers that are used only for access to the library's catalog and research databases are on each floor by the elevators as well as a few dispersed on each floor so that they are where users are looking for books in the shelving areas.

### Job Information

The primary responsibility of the person in this position is to assist the IT Manager to ensure the smooth day-to-day operation of the Division. The Lead Technician responsibilities are shared with two other individuals with that job title. This area of responsibility includes tasks such as assisting with maintenance of all equipment dealing with technology; troubleshooting and repairing of staff and public access computers; working with various configurations; working with various printers and scanners; maintaining thorough and accurate documentation; working with Cat 6 wiring; training staff on software and hardware; training the public; and troubleshooting a variety of software products. Other tasks are assisting with maintenance of the network including servers, switches, routers, and the Cisco phone system. The IT Divisions provides VPN support to the branch libraries and are responsible for mission critical backup systems.

The small team that handles all of this work must function as a cohesive whole and work, almost perpetually, in a fast paced environment. Calmness under pressure, a professional manner and maturity are a must. Some of the skills and abilities necessary to be successful in this position are exceptional problem solving, outstanding collaborative skills, ability to work quickly and accurately as well being a quick learner.

The prime responsibility of the Assistant Manager's part of the job will be the supervision of the Computer Center. As the Computer Center can attract the most diverse and challenging members of the public, to be successful in this aspect of the position the individual must possess exceptional people skills, ability to diffuse volatile situations and the ability to coach and mentor employees who deal with situations on a sometimes daily basis. Hiring for Computer Center positions will be done in tandem with the IT Manager. The individual in this position will work the Computer Center help desk at least 3 hours per week.

The individual in this position will report directly to the IT Manager. The IT Division consists of the Manager, Assistant Manager/Lead Technician, one Lead Technician – full time, one Lead Technician – part time, one Repair Specialist – full time, one Repair Technician – part time, one Webmaster and 5 part time Computer Center Assistants. LCLS works with a consultant, DigeTekS, Inc, for network issues as well as with a variety vendors and technical support.

Preferred qualification of this position is certified CompTIA A+ and experience programming Cisco equipment. The required qualifications for this position are, CNE and/or MCSE and strong hardware troubleshooting skills. The individual in this position must be able to problem solve, be analytical, detail oriented and persistent. It is critical that the person in this position have excellent communication skills and be able to communicate well with those who have had no exposure to computers (and may hate computers), with those who are experts (consultants) and with the rest of the IT team. The individual in this position must be able to teach and train both the general public and staff. The ability to work independently yet thrive in a team environment is essential to success. The individual must have sufficient physical strength and dexterity to lift, move, and manipulate equipment, boxes, files and other items pertinent to position. The ability to work quickly and efficiently is a necessity in the library's environment. Accuracy, superb time management skills and documentation skills are essential.

### Hours/schedule

This is an exempt position. The individual must work any hours necessary to complete their work. LCLS may, by FSLA standards, does require a regular work schedule set forth by the manager. The schedule will be cyclical after the initial training period, with two days off a week, not necessarily in a row. The library expects all employees to be willing to work anytime the library is open or before and after hours as needed for completion of tasks relating to the specific position. The library is open Monday through Thursday 10 am to 9 pm, Friday & Saturday 10 am to 6 pm and Sunday 1 pm to 5 pm. Due to the nature of the position the person in this position will be expected to work times when the library is closed.

### Remuneration

The hiring salary range for the position is \$42,200.00/year to \$47,049/year based on years of experience and certifications.

### Benefits

Employees may join the Cheyenne-Laramie County Employees Federal Credit Union. Employees pay into Social Security. LCLS pays 100% for participation in the Wyoming Retirement System, which is 11.25% of the employee's salary. A deferred compensation plan is available at the employee's option. The position carries holiday pay, vacation and sick leave. Vacation may not be taken during the first 6 months of employment (prior commitments negotiable). After 6 months the position carries 2 weeks vacation time. The number of weeks of vacation increases with years of service. Medical insurance (including vision), as well as a separate dental plan, is available at the employee's option. LCLS pays 80% of the cost for the employee's medical and dental (the employee pays the remaining 20%). The employee pays 65% of spouse and/or family medical and dental costs LCLS pays the remaining 35%. A discounted vision plan and a prepaid legal services agreement are also available at the employee's cost. Library employees receive a discount for YMCA membership because the library is a county agency.

LCLS is an equal opportunity employer. We support and adhere to the tenets of the Americans with Disabilities Act. LCLS is an at-will employer. LCLS provides a drug-free workplace for its employees in accordance with the requirements of the US Drug-Free Workplace Act of 1988.