



FACT SHEET FOR LEAD TECHNICIAN
(20 hours per week part-time 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. Position open until filled.

Background

In 1987 Laramie County Library System (LCLS) installed a simple Novell network. The Information Technology (IT) Division has seen many changes since that time. With the opening of the new facility in Cheyenne in September 2007, the addition of a new bookmobile and upgrades to the two branches (Burns and Pine Bluffs), the network and its systems have grown significantly. Novell is still the primary network operating system yet the LCLS network includes eight Microsoft servers.

LCLS has 4 local area networks and a wireless network. 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 various hardware such as microphones in the meeting rooms and a public address system to the servers.

IT also 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; FKILogistex automated sortation software/hardware; 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. LCLS has 5 networked Xerox copiers.

LCLS has one VLAN specifically for public use and another for internal use. Diverse software products that have fairly complex security is maintained in this environment. The employees' 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.

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 LCLS LAN/WAN. Some of the tasks necessary to successfully fulfill this responsibility are assisting with maintenance of all equipment dealing with technology, troubleshooting and repairing of staff and public access computers with various configurations, misc. printers and scanners, documentation, working with Cat 6 wiring, training staff on software and hardware, training the public, and troubleshooting a variety of software products. Other tasks include assisting with maintenance of network including servers, switches, routers, Cisco phone system, etc. and investigating new software and hardware, making recommendations to IT manager. Provide VPN support to the branch libraries and be responsible for mission critical backup system.

The individual in this position will report directly to the IT Manager. The IT team consists of the Manager, three Lead Technicians, two Repair Specialists, one Webmaster and 5 Computer Center Assistants. LCLS works with a consultant, DigeTeKS, out of Denver and works with various vendors and technical support.

Preferred qualification for this position is certified CompTIA A+. The required qualifications for this position include, 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. This individual must have sufficient physical strength and dexterity to lift, move, and manipulate equipment, boxes, files and other items pertinent to the 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.

Hour/schedule

The schedule will be cyclical after initial training period, with two days off a week, not necessarily in a row. Although the library expects all employees to be willing to work anytime the library is open, if the applicant is looking for part time employment it may be possible to work around another job. 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 this part time position is \$19.39/hour to \$21.50/hour based on years of experience and certifications.

Benefits

Employees may join the Cheyenne-Laramie County Federal Credit Union. Employees pay into Social Security. 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 of vacation time. (The number of weeks of vacation increases with years of service.) Employee may enroll in the Delta Dental Plan of Wyoming with employee paying full premium at a single, employee plus one or family rate. To be eligible for Delta Dental employee and family must have medical coverage. 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.

Sample Schedule

	20	Mon	Tue	Wed	Thur	Fri	Sat	Sun
20 hours per week	A	12-9	Off	Off	1-6	10-6	Off	Off
B	Off	Off	Off	Off	Off	2-6	9-6	8-5