

New Canaan Library

IT / Systems Specialist

Our Values

- Commitment
- Service
- Excellence

Role Purpose

The IT/Systems Specialist, reporting to the Assistant Director of the Library, is responsible for the administration of all Library networks and systems as well as the maintenance of a robust, well-functioning infrastructure to support the Library's services. This incumbent will maintain all servers, public and staff computers, software and hardware, A/V and telephone systems, Internet and Wi-Fi, and will maintain continuity of all essential business systems, including the integrated library system (Innovative Interfaces - Sierra), Office 365, database and digital library integration, website functionality, Blackbaud, QuickBooks, etc. The IT/Systems Specialist will provide responsive IT support to staff (IT HelpDesk) and will contribute to the strategic direction of and budgeting for IT infrastructure and digital services, including hardware and software.

Deliverables

Essential

- Ensures a robust, highly available and actively maintained network infrastructure
- Delivers prompt and seamless system administration, including Windows, in-house and cloud servers, Active Directory, Office 365, integrated library system (Innovative Interfaces – Sierra)
- Deliberately plans updating, upgrading and replacement of all public and staff computer hardware and software
- Maintains robust Internet and Wi-Fi service and seamless integration of digital offerings responsive to staff, including databases, digital library resources and the integrated library system
- Delivers responsive and efficient technology support for staff and public-facing IT services
- Plans, organizes, prioritizes and reports on all IT related systems and resources
- Contributes to annual budget planning for all IT systems and infrastructure and identifies resource requirements for projects as needed
- Contributes to an evolving technology strategy

Desirable

- Website design capability

Accountabilities

- Administers and maintains all library servers, networks and infrastructure
- Leads the development, planning and implementation of information technology initiatives and web-based services
- Works closely with all other departments and external providers to implement and deliver seamless and efficient technology services, including hardware, software, and website functionality
- Troubleshoots and problem-solves all computer and technology issues that arise
- Leads and facilitates digital innovation
- Keeps abreast of trends in technologies
- Ensures library website is effective, attractive and provides excellent user experience
- Responds swiftly to staff IT HelpDesk inquiries for support
- Provides expert advice to leadership team on all systems and IT matters

Key Result Areas

- Network performance
- Integrated library system functionality
- Website maintenance

Key Functional Relationships

External

- Vendors
- Town of New Canaan IT Department
- Community (users of our digital services)

Internal

- Executive Director and Assistant Director
- Library staff
- Operations, Finance, Development teams

Skills & Attributes

- Ability to think critically and analytically
- Strong organizational skills
- Excellent communication skills verbal and written
- Ability to manage and prioritize competing concerns
- Excellent time-management skills
- Collaborative style

Qualifications / Experience

- Practical experience with networking, specifically maintaining enterprise networks
- Knowledge of Windows 365 (SaaS)
- Ability to set up and configure computer hardware and software
- Knowledge of virtual and physical server environment
- Knowledge of cloud services and applications
- Knowledge of Wi-Fi systems and VoIP phone systems
- Knowledge of network security measures
- Knowledge of Windows, MacOS and Linux
- Web development & maintenance

Starting Salary

\$60,000 - \$70,000 depending on experience, plus an attractive benefits package

Requirements

- Bachelor's Degree in a technology-related field, or commensurate work experience
- Salaried role, minimum 35 hours/week, majority worked onsite, including flexible nights and weekends