

Announcement #: P-330-18-98 – Please be sure this announcement number appears on all correspondence

Open: 10-31-18

Close: 11-08-18

Title: Principal Technician MIS

Location: Ocean County Library - Toms River – Technology Dept

Schedule: Full Time – 40 hours per week

Salary: \$42,500

PRINCIPAL TECHNICIAN, MANAGEMENT INFORMATION SYSTEMS

The Ocean County Library is looking for a Principal Technician to help maintain its Active Directory, Network Security, and Backup & Recovery Software as well as its Network Hardware. The library has a very progressive Network using a combination of Verizon and Comcast circuits and Cisco hardware. The library is in the process of moving to a virtualized server environment along with upgrading its core network. The ideal candidate will be enthusiastic about learning new technologies & techniques. Potential near-future projects include: Developing a new interface for Active Directory to a New Employee Database, creating a new technology platform for MS Share Point, migrating to Microsoft Office 365, supporting a new updated Avaya Phone System and continuously adding to our Disaster Recovery plans for active applications. Great emphasis will be placed on usability and standards compliance.

Summary

- Under direction of a supervisory official, supervises network support personnel.
- Knowledge of software applications, computer hardware and various computer operating systems.
- Perform network administration. An extensive knowledge of networking hardware and management is required.
- Administer Active Directory and all of its components.
- Perform maintenance, evaluation, installation, and training tasks to ensure Server and Network performance meets library requirements.
- Responsibilities for network and server management.
- Responsibilities for future capacity planning and Network growth will be shared with another Technology Management staff with whom you will be required to work closely.
- Ability to learn and apply new networking concepts and protocols as they are needed for the network and various security applications.
- Position reports to the Assistant Manager of the Technology Department.

Primary duties and responsibilities include, but are not limited to:

- Maintain the Branch LANs. Order new cabling as needed.
- Maintain Active Directory.
- Perform network design including creation of subnets, VLANs, QOS, DHCP scopes, VPNs and load balancing.
- Knowledge of routers & switches, including Cisco IOS.
- Troubleshoot networks, systems, and applications to identify and correct problems.
- Install and administer various servers. Knowledge of computer systems including Microsoft Server OS, Windows, Apple and Linux.

- Investigate user problems, identify their source, determine possible solutions, test and implement solutions.
- Administer various server applications including but not limited to:
 - Microsoft Exchange
 - Barracuda email filter
 - Microsoft-SQL
 - Microsoft Internet Information Server (ISS)
 - Fundware or equivalent accounting software
 - SIP
 - Hyper V
 - Microsoft SharePoint
 - MS Office 365
 - Avaya IP Office
- Document problems and resolutions for future reference.
- Track utilization patterns and their effect on operation/system availability and performance.
- Implement preventative measures to avoid communication and networking problems.
- Ensure timely customer notification of maintenance or repair actions that will result in service outages.
- Investigate, recommend and install enhancements and operating procedures that optimize networks and systems.
- Establish and perform maintenance programs following company and vendor standards.
- Participates in scheduled coverage of the Technology Help Desk.
- Maintains familiarity with new technologies and their potential applications to Ocean County Library's service plan. Implements new technologies when required.
- Attends and participates in regional, state and national conferences, seminars and workshops to share expertise and gain knowledge.
- Participates in orientation and training programs on technology for staff, and presents information at system-wide workshops as needed.
- Participates in community outreach activities to promote the Ocean County Library and its resources.
- Possess excellent oral and written communication skills.
- Ability to communicate technical information to non-technical personnel.
- Skill in organizing resources and establishing priorities.
- Project positive customer service attitude.
- Possess excellent interpersonal skills.
- Familiarity with library principles and practices.
- Possess effective training skills.
- Ability to travel to library branches.
- Coverage at a public service desk may be included.
- Weekend and evening hours are included.
- Other duties as assigned.

REQUIREMENTS:

LICENSE:

Appointee will be required to possess and maintain a driver's license valid in New Jersey as the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

EDUCATION:

Graduation from an accredited college or university with a Bachelor's degree.

EXPERIENCE:

Two (2) years of experience utilizing or implementing electronic information systems, analyzing information systems and/or developing procedures for the use of information systems, or providing user support and solving user problems in a help desk or related environment.

NOTE: Applicants who do not possess the required education may substitute additional experience as indicated above on a year-for-year basis.

NOTE: A Bachelor's degree in a computer-related area may be substituted for one (1) year of the experience as indicated above.

NOTE: A Master's degree in a computer-related area may be substituted for two (2) years of the experience as indicated above.

NOTE: Twenty-four (24) credits in data processing from an accredited college may be substituted for two (2) years of the education requirement.

Interested candidates – please send application to:

The Ocean County Library
101 Washington Street
Toms River, NJ 08753
Attn: Donna Cardinale

Applications may also be emailed to dcardinale@theoceancountylibrary.org or faxed to 732-341-6043

Please direct all inquiries to Donna Cardinale at 732-349-6200 extension 5932.