



**Submit cover letter, resume and completed LCLS application at <https://lclsonline.org/application-for-employment/>.**

**Application deadline is 5pm, Monday June 27, 2022. Position open until filled.**

JOB POSTING - LEAD TECHNICIAN (38 hours per week/exempt)

#### LIBRARY NETWORK INFORMATION

In 1990 LCLS had a simple local area network with a server, a CD tower, and just a few public computers managed by librarians with very little formal IT training; we had dumb terminals on public service points that connected to a main frame at the Wyoming State Library for use in checking out items and searching the database for library material. The Information Technology Services Division has existed since 1996. The first IT professional hired part time by the library in that year went on to build and create a division that now consists of a manager, two Lead Technician II, one Lead Technician I, and the current vacant positions. That manager retired in 2020

The IT Services Division serves around 80 employees in three facilities and a bookmobile. The library has almost 100,000 people in its service area with about 70% of them having library cards. The library is different than other entities that provide service to clients, customers, or patrons. The primary difference is that the general public uses library computers, printers, self-checkout machines, automated item return systems, scanners, copiers, phones, audiovisual equipment, and unique interactive technology with exhibits. In comparison, a bank may only have a self-service ATM, grocery stores only have self-checkouts; and most other businesses have no self-service technology. Schools may be the closest comparison, but in that environment, the teachers' and students' names are known and there is more supervision provided (ideally) than a public library may be able to provide. Here are some examples to demonstrate the issue. When our computers had CD drives they would be used for cup holders or have odd things inserted in them. Even though we zip tie power cords and headphones, they can be stolen, wires cut, or damaged; hackers may be an issue at times; and even when we think we've seen it all, some member of the public creatively sabotages something. The future for libraries will continue to include unique interactive products and services for library users. For example, the library just opened a video production studio, are implementing virtual reality (VR) technology and upgraded and improved 3D printing services.

Although many services, devices and software the library uses to conduct business are the same as any business environment, libraries (as do many industries) have software and hardware unique to our environment. The multiple levels of integration with technology may be daunting at first for any IT employee. For example, the software used to check out material, build a database of library users and materials, check in materials, manage overdue fines, etc. is not managed locally, but by the Wyoming State Library. Devices in the library that connect to that system do so with a SIP2 interface. Self-checkout computers are provided by one vendor. The automated return system is provided by another. The system used to manage the computers the public use is managed by a third vendor. They all must communicate via a SIP2 connection to the same database to retrieve library card and material information. Cloud based meeting room software that must integrate with electronic signage is another example of complexity in the system. IT also works in cooperation with county IT on security systems, access control, internet connection and other technology where the county can help support the library.

The longevity of the current team ranges from five to fifteen years. With varying levels of skills, they are all engaged in ongoing learning in their field. Each team member has scheduled study times weekly to ensure they can keep up with technology changes. CBT Nuggets is provided by the library for ongoing learning and the library will assist with the cost of certification tests as the budget allows.



The team is customer service oriented and understands the unique environment of a library where every service provided depends on reliable networks from desktops to materials return systems to printers to internet connectivity. They are cohesive and generally handle conflict well. They are collaborative and generous with each other.

The annual Technology Plan is the vision for current and future technology needs of the library system; library administration utilizes the Technology Plan for creating annual budgets. The Technology Plan ensures that end of life and new ideas for projects that improve IT in the library are documented and researched, including cost and employee implementation time well before funds are available. Lead Technicians assist in research for this document as well as providing input on needs. The plan provides the library the ability to be strategic in implementation so that costs are minimized. The library technology budget, excluding employee costs, is anywhere from \$100,000 to \$500,000 annually. This is about 7% of the total budget.

### RESPONSIBILITIES

The primary responsibility of the person in this position is to assist the IT Manager to ensure the smooth day-to-day operation of all aspects of the network as well as audio visual provided in meeting rooms. Some of the tasks necessary to successfully fulfill this responsibility are: assisting with maintenance of all equipment dealing with technology; troubleshooting and repair of staff and public access computers with various configurations, miscellaneous printers and scanners; documentation; training staff on software and hardware; training the public; working on the Computer Center help desk a few hours per week; and troubleshooting a variety of software products.

Other tasks include: assisting with maintenance, configuration, and installation of servers, switches, routers, VOIP phone system, etc.; investigating new software and hardware and making recommendations to the IT Manager; providing VPN support to the branch libraries and vendors; and insuring mission critical backup systems run nightly.

The individual in this position will report directly to the IT Manager. The IT team consists of a Manager and four employees at either the Lead Technician I or Lead Technician II level. LCLS works with a consultant from GadellNet and various vendors and technical support providers.

### QUALIFICATIONS

The qualified individual will demonstrate strong hardware troubleshooting skills, problem solving skills, 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 them); with those who are experts (consultants); clients; library co-workers; 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 person must have sufficient physical strength and dexterity to lift, move, and manipulate equipment, boxes, files and other items pertinent to this position. The ability to work quickly and efficiently is a necessity in the library's environment. Accuracy, time management skills, and documentation skills are essential.

The position that is open may be filled as a Lead Technician I or II. The job descriptions include the qualifications necessary for each position.

SCHEDULE

- Sample schedule

|        | MON. | TUE. | WED. | THU. | FRI. | SAT. | SUN. |
|--------|------|------|------|------|------|------|------|
| Week 1 | 9-6  | 9-6  | 9-5  | 9-5  | 9-6  | off  | off  |
| Week 2 | 9-6  | 9-6  | 9-5  | 9-5  | off  | 9-6  | 8-5  |
| Week 3 | off  | 9-6  | 9-5  | 9-5  | off  | off  | off  |

Note: In addition to these hours the employee works on call weeknights 6pm-9pm rotating with all IT Division employees.

This is an exempt position. The individual must work any hours necessary to complete their work. LCLS may, by FLSA standards, 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.

LCLS expects all employees to be willing to work anytime the library is open or any time before or after hours as necessary for the position. The schedule is subject to change for the needs of the library. The library is open Monday through Thursday 10 a.m. to 9 p.m., Friday and Saturday 10 a.m. to 6 p.m. and Sundays 1 p.m. to 5 p.m. Due to the nature of this position the person hired will be expected to work times when the library is closed.

REMUNERATION

The hiring range for this position is:

Lead Technician I \$55,000 to \$58,000 per year

Lead Technician II \$59,000 to \$63,000 per year

Example of remuneration:

- Salary - \$55,000
- Wyoming Retirement System (WRS) - \$10,241 (18.62% paid of gross earnings) \*
- Total remuneration is \$ 65,241

\*WRS:

- LCLS pays both the employee (currently 9.25%) and employer percentage (currently 9.37%) to WRS, if an employee is vested and leaves prior to retirement, only the employee portion, as defined by state law, is available to the resigning employee. The employer portion remains with WRS.
- If the employee is vested and retires from the library, the benefit received will last for the employee's lifetime, even if those benefits exceed what was deposited by the library on their behalf. The monthly benefit is based on years of service and average salary.
- 401ks only pay out what was invested and dividends on those investments. If you out live those dollars, you no longer have those funds in retirement.

BENEFITS

Employees pay into Social Security. LCLS pays 100% for participation in the Wyoming Retirement System. The rate is currently **18.62%** of gross earnings annually. LCLS also pays 100% of the premium for \$25,000 term life insurance policy for the employee. This position carries holiday pay, vacation leave and sick leave. Vacation leave



is accrued based on the number of hours worked, so is not a lump sum, but is earned over time. Employees are eligible to use vacation leave after six months of employment (prior commitments negotiable). For the first two years, employees earn up to two weeks of vacation leave per year. The number of weeks of vacation leave increase with years of service. There are thirteen paid holidays annually plus one Personal Day that is in addition to vacation.

Medical insurance and a separate dental plan are available at the employee's option. LCLS pays 85% of the cost for the medical and dental insurance premiums and the employee pays the remaining 15%.

A deferred compensation plan, prepaid legal services agreement, vision coverage, and other supplemental insurance options are also available at the employee's expense. Employees may join the YMCA without an initiation fee. Employees may join the Cheyenne-Laramie County Employees Federal Credit Union.

*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. Hiring is contingent on a post-offer background check.*