



## MVLS/SALS JOINT AUTOMATION PROJECT

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Mohawk Valley Library System  
858 Duanesburg Road  
Schenectady, NY 12306  
Phone: (518) 355-2010  
FAX: (518) 355-0674

Southern Adirondack Library System  
22 Whitney Place  
Saratoga Springs, NY 12866  
Phone: (518) 584-7300  
FAX: (518) 587-5589

### Position Vacancy / Job Description

**Position Title:** Automation Support Representative I

**Salary Range:** \$30,000 - 35,000

**Responsibilities:**

Work as a member of the Joint Automation (JA) Project staff to provide library automation and computer support to the 48 member libraries of the Mohawk Valley and Southern Adirondack Library Systems. This position reports to the Joint Automation Project Manager. Duties to include but not limited to:

- Provide telephone, e-mail and on-site support to member library staff, system staff and public users on the integrated library automation software, MVLS/SALS web catalog and online databases.
- Provide telephone, e-mail and on-site support to member library staff for computer hardware, software, LAN and WAN issues.
- Perform routine user account, security and policy file maintenance for the integrated library automation software.
- Perform routine user account maintenance, distribution list maintenance, support and training on SALS/MVLS e-mail software.
- Run routine and special request reports for member library and system staff.
- Perform some PC installation, hardware maintenance, troubleshooting.
- Provide support and diagnostics for PCs, including viruses and malware.
- Perform network installation, configuration, maintenance and troubleshooting of local area and wide area network equipment at 59 sites.
- Perform routine operational tasks on MVLS/SALS servers.
- Participate in the SALS/MVLS user's group meetings and any other JA meetings, as needed.
- Work independently and as a team member on a variety of projects and problem resolutions, from planning stages through implementation.
- Update standard network, Cassie and PC documentation and support call database to record changes made and tasks performed.
- Monitor and load tapes for daily backups on all MVLS/SALS servers.
- Monitor backups on all MVLS/SALS servers one weekend per month.
- Monitor evening and weekend network outages one week per month.
- Occasional evening and/or weekend work required.
- May require lifting up to 50 lbs.
- New York State driver's license required.
- Perform other duties as assigned.

**Experience / Qualifications:**

- Associates degree in Computer Science or equivalent work experience.
- Microsoft Windows and Office product experience, as well as experience with Internet browsers, plug-ins and their configuration.
- Personal computer hardware knowledge, including experience configuring and/or repairing PCs, PC components and printers.
- Understanding of local area networking (TCP/IP), including wireless network setup and troubleshooting.
- Active Directory domain/subdomain experience a plus.
- Ability to communicate with users of varying degrees of experience and knowledge in a clear, concise and patient manner.

- Ability to work on multiple tasks and problems simultaneously.
- Excellent oral, telephone and written communication skills.

**Benefits:** New York State sponsored health insurance and retirement programs. Generous sick, personal and vacation days.

**Hours:** Monday-Friday, 8:30 - 4:30  
On call evenings and weekends approximately one week per month.  
Occasional additional evenings and/or weekend hours as needed.

**Start Date:** June 2013

The Mohawk Valley Library System is a state-funded, cooperative public library system serving public libraries in Fulton, Montgomery, Schenectady and Schoharie Counties.

The Southern Adirondack Library System is a state-funded, cooperative public library system serving public libraries in Hamilton, Saratoga, Warren and Washington Counties.