
LIBRARY ASSISTANT (IT)

The Cape May County Library is looking for a motivated, team-oriented candidate to join our IT Department. This position involves working in the IT team to resolve network, software, and hardware issues at the library's 8 locations and will further be responsible for handling many administrative tasks related to the library's website.

The position works a varying schedule of 28 hours per week, including rotating nights and weekends as well as a weekend in the circulation department at our main branch in Court House.

Tasks & Responsibilities

- Acquire, track, and update software licenses
- Aid with departmental communications with library staff, county departments
- Assess and maintain policies for PCs and network equipment configuration
- Build new PCs for various network roles
- Check, run, and terminate network cabling when a contractor is not available
- Configure equipment for PC & network infrastructure upgrades
- Develop and conduct training sessions & manuals as necessary
- Document processes for fixes and deployment and maintain documentation quality
- Maintain Active Directory and Group Policy configurations
- Maintain and update the website within guidelines for accessibility and appearance
- Maintain backups for VMs and other network resources to ensure maximum redundancy
- Maintain firmware and software settings for networking devices
- Maintain hardware inventory for auditing purposes and track movement of Library equipment
- Maintain security policies and firewall configuration
- Maintain staff communication and timely ticket responses
- Maintains software and security patches utilizing various technologies including WSUS and PDQ
- Monitor hardware event logs in order to maintain network integrity
- Monitor network connectivity from multiple sources and through various routes
- Monitor server room conditions
- Assist with database tracking and EZProxy service
- Provide over-the-phone or in-person help to queries regarding Polaris ILS client issues
- Recommend software and hardware upgrades
- Research new technology and keep up-to-date on trends to help, in part, with assuring that the library provides the best possible resources to the public
- Set up and configure printers, various audio & video systems, scanners, and ancillary equipment
- Track warranties and contact vendors for equipment repairs and replacements
- Verify software deployments and review configurations for updates
- Work with each department to ensure their services are adequately supported technologically
- Work with outside consultants and contractors for hardware and software support

- Work with staff on developing, enacting, and maintaining projects to benefit the library's public-facing assets as well network infrastructure
- Write scripts to solve equipment and network issues when necessary

Skills & Habits

- Able to learn and adapt to new technologies in order to provide patron and staff services
- Attention to detail
- Background in technology customer service or online content management
- Deliberate and thorough completion of tasks
- Ensure the workplace remains organized and maintain equipment tracking
- Patience and courtesy with patrons & staff at all times
- Receive and act upon feedback to assure excellent customer service
- Self-reliance in the face of challenges
- Teamwork & communication with colleagues
- **Web design experience desired**

Desired Competencies

- **Adobe Suite (CS2 forward) familiarity, especially Photoshop CS6**
- Audio/Video system assembly, care, and configuration
- Dell Appassure/Quest
- Cisco & HP routers & switches
- Cisco Meraki cloud management, access points, and switches
- Communico & Evanced events & room management softwares
- Fortigate Firewalls
- **HTML, CSS, PHP, Javascript/JQuery and related scripts (e.g. Twig)**
- **Joomla CMS**
- Linux server
- Malwarebytes for Business
- Microsoft Active Directory
- Microsoft Office (all current versions)
- Microsoft Powershell and Windows Command Line
- Microsoft SQL Server (most recent versions)
- Python
- Sophos Enterprise AntiVirus
- VMWare vCenter Server
- **Web Browsers (Firefox, Chrome, Edge, and Internet Explorer – all recent versions)**
- Windows OS (Servers, 7, 8.1, and 10)
- Windows Server Update Services (WSUS)

Qualifications

- Cape May County resident
- Drive a car and hold a valid driver's license



Physical Requirements

- Lift and carry equipment weighing upwards of 50 pounds
- Work in tight spaces around or under desks or equipment
- Climb ladders to access equipment

Salary: \$17.31 per hour

To Apply

Complete the Cape May County Library job application on the Library's Employment page (<https://cmclibrary.org/help/employment>). Candidates will be contacted on a rolling basis for interviews until the position is filled.