



**CITY OF AMES**  
**invites applications for the position of:**  
**Library IT Systems Administrator**

An Equal Opportunity Employer

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**SALARY:** \$31.29 - \$45.75 Hourly  
\$65,085.07 - \$95,152.93 Annually

**OPENING DATE:** 06/06/22

**CLOSING DATE:** 06/30/22 05:00 PM

**GENERAL INFORMATION:**

Ames Public Library has an exciting opportunity for a Library IT Systems Administrator to join our team!

Under the general administrative direction of the Library Director, the Library IT Systems Administrator provides technology management and leadership by planning, implementing, and supporting software, hardware, telecommunications, networks and emerging technologies. Works collaboratively with Library staff to support building operations technology, circulation services technology, Integrated Library System (ILS), and other systems specific to library service. Plans, implements, and manages complex assignments and projects.

The Library IT Systems Administrator exercises discretion and independent judgment in applying departmental policies and procedures. Works in partnership with City of Ames Information Technology staff while maintaining privacy and confidentiality expectations of Ames Public Library. Supervises Library Client Support Technician and may supervise student interns, performs other work as required.

Ames Public Library is committed to creating a diverse, equitable and inclusive space that honors the inherent dignity of customers, staff and the community as a whole. All employees are expected to create and maintain an environment that recognizes and welcomes the individual identities and diverse perspectives of all people.

Discover more about Ames Public Library:  
[www.amespubliclibrary.org](http://www.amespubliclibrary.org)

Why Ames? Visit:  
[www.ameschamber.com](http://www.ameschamber.com)

Our comprehensive benefits package can be viewed at: [City of Ames Benefits](#)

In order to be considered for this position, all applicants must submit their online application by the deadline listed on this posting. Your application includes complete responses to the supplemental questions. Please keep in mind that submission of a resume in lieu of work history on your application or answering the supplemental questions is not sufficient. Supplemental questions must be completed to be considered for this position.

**EXAMPLES OF ESSENTIAL JOB FUNCTIONS:**

Performs all aspects of support within the Library. Manages, maintains and updates the technology systems including email/Internet, LAN, WAN, wireless access points, building security, A/V systems, and telecommunications. Responsible for overseeing system management, including coordinating enterprise software issues, working with other operating systems where necessary, and working with connectivity with other computer systems. Operations includes planning,

organizing, scheduling daily computer operations and backups. System management includes configuration, security, resource monitoring and reporting, and the development of specialized programs. Supports the integration of new technology for library services, applications, and systems.

Collects and analyzes information; and prepares reports. Oversees budget for technology funds. Maintains inventory of equipment, parts, reference manuals and supplies. Provides technical advice and support in library planning. Coordinates and provides training for library staff at a variety of levels of understanding. Maintains log of current computer and telephone hardware and software problems including documentation and follow up. Plans, implements, and manages complex assignments and projects; collects and analyzes information; and prepares reports. Supervises, trains, evaluates and disciplines assigned personnel. Work is subject to shift assignment and on-call status.

Each employee is expected to continually strive to bring shared values to life through our Excellence Through People organizational culture. ETP values include: committing to continuous improvement; inspiring creativity and innovation; being customer driven; making data-driven decisions; committing to diversity, equity and inclusion; championing employee involvement; striving for excellence; having fiscal stewardship; acting with honesty and integrity; exhibiting leadership; choosing a positive attitude; respecting one another; promoting safety and wellness; and cultivating teamwork. For leaders, this includes creating a work culture that brings these values to life. For all employees, this includes maintaining a Total City Perspective. The purpose of ETP is to deliver exceptional services to the public at the best price, and for employees to experience an enjoyable and stimulating work environment.

## **QUALIFICATIONS:**

### **Education and Experience:**

Bachelors degree in computer science or related field and at least eighteen months experience in systems administration; or equivalent combination of education or experience.

Experience with supporting and troubleshooting Microsoft SQL Server, Microsoft IIS web services, Microsoft Exchange Server, Microsoft Terminal Services, Microsoft Active Directory, Microsoft Windows Operating Systems, PC desktop applications, DNS, DHCP, LAN systems and architecture including switches, router and firewall configuration. Ability to support various Library systems including peripheral equipment including printers and scanners in a networked environment; equipment associated with RFID technology.

**Licenses and Certificates:** None.

### **Knowledge, Skills, and Abilities:**

Knowledge of the principles and practices associated with the support and management of hardware, software and systems specific to library services. Knowledge of modern library and office practices and procedures including the utilization of technology to enhance efficiency and effectiveness.

Skill in analyzing, designing, implementing, and maintaining computer systems and subsystems; skill in implementing commercially packaged software applications including testing, training, and acting as a technical liaison between the vendor and Library staff; identification, diagnosis, and resolution of PC hardware, peripherals, network connection, and software problems.

Ability to establish and maintain effective working relationships with co-workers, other City employees, and members of outside agencies; ability to respond to service calls, questions, and complaints in a friendly and professional manner; ability to communicate clearly and concisely in both written and oral communications; ability to communicate technical concepts to non-technical persons; ability to develop operations procedures from specifications.

## **SUPPLEMENTAL INFORMATION:**

### **Physical and Environmental Characteristics:**

Required Physical Activities: Climbing, stooping, reaching, standing, walking, lifting, finger dexterity, grasping, feeling, talking, hearing, and repetitive motions.

Physical Characteristics of Work: Requires sitting approximately 85% of the time, standing approximately 5% of the time and standing and walking, approximately 10% of the time. Requires frequent lifting of objects weighting under 10 pounds, and occasionally lifting of objects from 10 to over 50 pounds.

Vision Requirements: The minimum standard for use with those whose work deals largely with the use of a computer terminal, preparing and analyzing data, extensive reading, and visual inspection involving small defects or parts.

Environmental Conditions: Worker is subject to inside environmental conditions, noise and electrical hazards.

Examples of Equipment Used on the Job: A wide variety of computer hardware such as computer, keyboard, monitor, printer, scanner, A/V systems, servers, routers, security cameras, switches, barcode scanner, self-check stations, UPS, firewall appliances, distributed antenna system (DAS), etc. Computer software such as that used for mid-range applications, PC operating systems, PC applications, networking, and library applications. General office equipment such as writing utensils, telephone, cell phone; photocopier, fax machine, and various hand tools. Reading materials such as manuals, books, and professional journals.

**Selection Process:** The selection process consists of an evaluation of education and experience, review of fully completed supplemental questionnaire, a phone interview (depending on the number of candidates), an on-site interview including a panel interview and tour, and the successful completion of a criminal background check, which includes a sex offender registry check. All candidates will be notified by email of their application status.

Preference may be given to applicants possessing qualifications above the minimum.

Depending on the number of qualified candidates, the City may forego phone interviews.

NOTE: Applicants with disabilities may submit requests for ADA testing or interview accommodations to the Human Resources Department prior to the test or interview.

The City of Ames is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, age, religion, sex, sexual orientation, gender identity, genetic information, ancestry, national origin, marital status, disability, or protected veteran status and will not be discriminated against. Inquiries can be directed to the Human Resources Department at 515-239-5199.

### **Compensation Philosophy:**

The City of Ames has a compensation philosophy that the starting pay for our merit salary ranges establishes the salary for employees who meet minimum requirements of a position. The median of any merit salary range is for an employee who can reasonably meet all expectations of the position responsibilities without initial extensive training. In order for employees to have an opportunity to grow within their position, we may consider a candidate's education, experience, and skills above the minimum requirements when looking at a salary closer to or slightly above the median. The median for this position is \$38.51 per hour/ \$80,119 per year.

### **E-Verify Process:**

The City of Ames participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each applicant's Form I-9 to confirm work authorization. All candidates who are offered a position with the City of Ames must complete Section 1 of Form I-9 along with the required proof of their right to

work in the United States and proof of their identity on their first day of employment. Please be prepared to provide required documents on your first day of employment. For additional information regarding acceptable documents for this purpose, please contact Human Resources at 515-239-5199 or go to the US Citizenship and Immigration Services web page at: <http://www.uscis.gov>.

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APPLICATIONS MUST BE FILED ONLINE AT:  
<http://www.cityofames.org/jobs>

Job #22-3120-01  
LIBRARY IT SYSTEMS ADMINISTRATOR  
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OUR OFFICE IS LOCATED AT:  
515 Clark Ave  
Ames, IA 50010  
515-239-5199  
[hr@cityofames.org](mailto:hr@cityofames.org)

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### **Library IT Systems Administrator Supplemental Questionnaire**

- \* 1. Do you have an Bachelors degree in computer science or related field and at least eighteen months experience in systems administration; or equivalent combination of education or experience?

☐ Yes   ☐ No

- \* 2. How does your education and experience align with the Library IT Systems Administrator position at Ames Public Library? (300-500 words)

- \* 3. Please describe your approach to project management. Please identify key steps and checkpoints using examples from a project you have moved from idea to completion. (300-500 words)

- \* 4. What does inclusivity mean to you? How do you see inclusivity impacting your work at the library? (300-500 words)

- \* Required Question