

POSITION VACANCY ANNOUNCEMENT

POSITION TITLE:	LTS Technician
CLASSIFICATION:	End User Computing Specialist 2
REPORTS TO:	Head, Enterprise Support Unit
SALARY:	\$19.96 minimum hourly rate The Smathers Libraries offer a salary commensurate with experience and credentials
REQUISITION #:	522250
DEADLINE DATE:	EXTENDED – July 5, 2022 - applications will be reviewed as received

JOB SUMMARY

As a member of the Enterprise Support Unit within Library Technology Services, this position is responsible for the upkeep of the library's technology footprint, including, but not limited to, computers, software, conference room technology, and mobile device management. This position is the main point of contact for employees experiencing technical issues. This position requires a strong customer service background, excellent technology troubleshooting techniques, and the ability to work as part of a diverse team of IT professionals.

Library Technology Services serves as the focal point for planning, managing, and coordinating technology-based Information Resources that support Library operations. Library Technology Services manages approximately 42 servers that support over 500 workstations and 250 mobile devices used by 250 staff and over 3 million annual patrons located in nine different buildings.

To support all students, staff and faculty, and foster excellence in a diverse and collaborative society, the Libraries are actively seeking candidates who bring culturally-rich lived experiences to work with individuals of diverse backgrounds, experiences, races, ethnicities, genders, sexual orientation, and perspectives.

RESPONSIBILITIES

Maintains technology throughout the Libraries

- Diagnoses technology problems in a networked environment using standard technology troubleshooting procedures.
- Repairs computers utilizing different individual components
- Installs software both remotely and onsite
- Arranges and tracks third-party repairs.

- Transports technology and related equipment for repair and installation.

Maintains records necessary for the operation of technology

- Performs data entry necessary to update automated tracking systems
- Assists with the routing of Help Desk requests
- Modifies inventory records as needed to assure the accuracy of the data
- Performs database searches and retrievals to support technology operations and management
- Performs inventory tasks to ensure accurate inventory records

Trains employees on the proper usage of their technology. Explains best practices for data backup. Advises users in regards to internet security to avoid viruses and malware. Assists users in the use of the Libraries Help Desk systems.

Other Duties

Participates in special projects and performs other duties as assigned. Serves on committees as appointed and participates in staff development opportunities.

QUALIFICATIONS

We value a range of experience and perspectives. Applicants are encouraged to communicate in their application materials and subsequent interview conversations how their work and other experiences satisfy the following qualifications in ways that may not be obvious.

Required:

High school diploma and four years of appropriate experience or an Associate's degree and two years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Preferred:

- Expert customer service abilities
- Expert in diagnosing computer problems, both MAC and Windows, in a networked environment.
- Expert in diagnosing IOS and Android devices.
- Expert in computer troubleshooting techniques
- Expert troubleshooting Microsoft Office 365 applications
- Strong verbal and written communication skills
- Ability to assemble and disassemble computers.
- Ability to use software systems that support Library computer hardware tracking.
- Able to adapt and work in a rapidly changing academic environment
- Ability to work collaboratively and individually to accomplish goals
- Basic understanding of Active Directory and Group Policies.
- Ability to use online vendor resources for problem diagnosis and software retrieval.
- Knowledge of and ability to comply with intricate regulations, state law, and administrative code.
- Commitment to contributing to a respectful and caring community for all, including individuals of diverse backgrounds, experiences, races, ethnicities, gender identities, sexual orientation, and perspectives
- Flexibility, and ability to adapt and work in a rapidly changing academic environment

LIBRARY TECHNOLOGY SERVICES

The [Library Technology Services](#) department at the George A. Smathers Libraries serves as the focal point for planning, managing and coordinating programming, development, and all computer based information technology and online resources that support library operations and services to the University community.

The Library Technology Services department manages 34 servers supporting programs and services used throughout the US and the world- including digital library programs, and internal application for the operations of the Libraries. The department, supports over 625 workstations used by 250 staff with over 6 million on-site and virtual visitors a year, high-end technology classrooms for credit courses and workshops, and event and exhibit spaces with interactive technologies for virtual conferencing, and touch screen user support. The Libraries' Technology department leads the planning and development of new ways to leverage technology in support of the mission and goals of the Libraries.

UNIVERSITY OF FLORIDA LIBRARIES

The libraries at the University of Florida form the largest academic information resource system in the state of Florida with seven libraries and two off-campus facilities. The [George A. Smathers Libraries](#) are comprised of six of the campus libraries, and the off-site facilities. In addition to this system, the [Lawton Chiles Legal Information Center](#) is part of the Levin College of Law. The Libraries hold over 6.27 million print volumes, 1.5 million e-books, 145,000 full-text electronic journals, over 1000 electronic databases, 1.3 million documents, over 15 million digitized pages from the Libraries' collections and 1.4 million maps and images. Distinctive holdings include the Isser and Rae Price Library of Judaica, Latin American and Caribbean Collection, Baldwin Library of Historical Children's Literature and the P.K. Yonge Library of Florida History. The Libraries maintain partnerships and engages in a variety of collaborative, international projects while [engaging with the UF community](#). We are a member of the Association of Research Libraries (ARL) and other regional library consortia.

The [library staff](#) consists of more than 300 FTE librarians, technical/clerical staff and student assistants. The George A. Smathers Libraries are strong advocates for inclusion and intellectual freedom. The Libraries' commitment to both is articulated in the [Inclusion and Intellectual Freedom Statements](#). The Smathers Libraries will foster and maintain a culture that supports DEI, as values are foundational and permeates all aspects of our organization per [Strategic Directions 4: Diversity, Equity, and Inclusion](#). Support for professional development is central to the Smathers Libraries. Supports include a formal mentoring program, a robust training program, release time for research and professional service, a comprehensive grants program, and funding for professional development travel.

THE UNIVERSITY OF FLORIDA

The University of Florida (UF) is the state of Florida's preeminent university. The state's oldest and most comprehensive university, UF is among the nation's most academically diverse public universities and won the 2018 [Senator Paul Simon Award for Comprehensive Internationalization](#). UF is currently fifth among "Top Public Universities" in the U.S. News and World Report and second among Forbes "Best Value Public Colleges (2016)". UF has a long history of established programs in international education, research, and service. It is one of only 17 public, land-grant universities that belong to the [Association of American Universities](#). At UF we have some of the top faculty in the country. In addition to attracting over \$900 million in research each year, they foster the uniquely collaborative environment that transforms potential into actual results. UF traces its beginnings to a small seminary in 1853 and is now one of the largest universities in the nation, with more than 50,000 students. The University of Florida seeks to address key challenges of our time, from COVID-19 to racism. [Stronger Together: Promoting Racial Justice through Awareness and Action](#) provides UF faculty and staff with a series of educational offerings to help them better understand and address racism and bias and help promote racial justice at the individual, institutional, and systemic levels. For more information, please consult the [UF homepage and the Office of the Chief Diversity Officer website](#).

BENEFITS

[University benefits](#) for this position include retirement plan options, insurance benefits, paid family leave (parental and medical), tuition fee waiver program, and employee assistance program, as well as paid time

off and holidays. Gainesville, Florida, has no state or local income tax. The University of Florida provides ongoing [guidelines and resources related to COVID-19](#), including [free testing](#) on campus.

AFFIRMATIVE ACTION/EQUAL EMPLOYMENT OPPORTUNITY

The University of Florida is committed to non-discrimination with respect to race, creed, color, religion, age, disability, sex, sexual orientation, gender identity and expression, marital status, national origin, political opinions or affiliations, genetic information, and veteran status in all aspects of employment including recruitment, hiring, promotions, transfers, discipline, terminations, wage and salary administration, benefits, and training. We are dedicated to the goal of building a broadly diverse and inclusive faculty and staff within a culturally diverse and pluralistic environment; we invite all qualified applicants including women, members of underrepresented groups, individuals with disabilities, and veterans. The University of Florida is a public institution and subject to all requirements under the Florida Sunshine and Public Records laws.

If an accommodation due to a hearing or speech disability is needed to apply for this position, please call 352-392-2477 University of Florida Human Resources or the Florida Relay System at 800-955-8771 (TDD).

GAINESVILLE COMMUNITY

Gainesville and the surrounding community are home to approximately 257,000 people and both the University of Florida and Santa Fe College. The city is surrounded by more than 40 nature parks, including many spring-fed lakes and rivers, with many paved and unpaved trails for recreation. The city is just over an hour from the Gulf of Mexico and the Atlantic Ocean. Gainesville is an [award winning](#) and innovative city, friendly to both professionals and families. The [Guide to Greater Gainesville](#) combines award winning photography and compelling articles that capture all the reasons for calling Gainesville your next home. The City of Gainesville is a progressive municipality that seeks to [promote racial equity](#). The area has numerous cultural institutions and is a haven for sports fans. Jacksonville, Orlando, Tampa, Tallahassee, and St. Augustine are all within a two-hour drive.

APPLICATION PROCESS

To apply, submit

- a cover letter detailing your interest in, and qualifications for this position
- your current resume or CV
- a list of three references including their contact information (telephone number and email address)

Apply by 11:55 pm (ET) on July 5 2022 (applications will be reviewed as received). Submit all application materials through the Jobs at UF online application system at Requisition [Job Number 522250](#). If you have any questions or concerns about this process, please contact Tina Marie Litchfield, George A. Smathers Libraries Human Resources Office, at tlitchfield@uflib.ufl.edu.