

***Eastern Shore Regional Library, Inc.***

31901 Tri-County Way, Suite 116-B  
Salisbury, MD 21804

**POSITION VACANCY ANNOUNCEMENT**

**IT Technician, Full Time, Exempt**

Eastern Shore Regional Library, Inc. is a Regional Resource Center that supports the eight county library systems on Maryland's Eastern Shore.

**SALARY**

Salary range starts at \$50,000. Benefits include paid vacation, paid holidays, sick and personal leave, health insurance, and participation in the State Retirement and Pension System of Maryland

**LOCATION**

ESRL, Inc headquarters and Eastern Shore libraries, with some travel in the state

**NATURE OF WORK**

- Provides computer and LAN support for the public library community on Maryland's Eastern Shore. Primary geographical area served is the upper Eastern Shore counties, but assignment can extend elsewhere.
- Configures, installs, maintains, and troubleshoots equipment, office automation systems, and related hardware or peripherals.
- Keeps abreast of upcoming changes in operating systems and security notices, and performs software upgrades as planned or required for security patches.
- Installs, maintains, troubleshoots, and upgrades backup technology, including storage data.
- Provides consultation and troubleshooting services to member libraries via email, phone, and site visits.
- Schedules warranty repairs for network, computer equipment, and peripherals.
- Works with ESRL Systems staff on additional projects.

Performs other related duties as assigned

**MINIMUM QUALIFICATIONS**

Bachelor's degree preferred, may substitute previous experience and responsibility for education. Advanced knowledge of modern computing systems, concepts, technologies, and practices. Knowledge of current telecommunications and wireless technologies. Knowledge of disaster recover procedures, including the ability to respond to and recover from an event. Knowledge of library policies, practices, procedures, and ethics.

**ESSENTIAL JOB REQUIREMENTS**

This is a highly skilled and professional position that requires self-motivation, initiative, and excellent communication skills. Must be competent in working independently and with the Systems department, under the supervision of the Library Services Administrator. Must have the ability to research, evaluate, and resolve technical problems. Ability to identify, design, and implement modern solutions. Ability to communicate with all levels of staff, including internal and external customers and stakeholders. Ability to

stay calm under pressure. Regular job attendance and punctuality. Work routinely involves lifting or handling materials weighing up to 50 pounds.

### CONDITIONS OF EMPLOYMENT

Must be able to work a flexible schedule, including frequent travel throughout Maryland's Eastern Shore, as well as some travel to meetings, events, or conferences held throughout Maryland. Must hold a valid driver's license in good standing. Must be eligible for Library Associate Training Institute (LATI) certification.

### HOW TO APPLY

Resume and Cover Letter should be submitted in writing to the Human Resources Department at Eastern Shore Regional Library, Inc. 31901 Tri-County Way, Suite 116-B, Salisbury, MD 21804 no later than 4:30 p.m. on October 31, 2022. Email: [personnel@esrl.org](mailto:personnel@esrl.org) (Microsoft Word .doc or PDF attachments only).

Eastern Shore Regional Library, Inc. is an Equal Opportunity Employer and is committed to diversity in the workplace.

IF YOU NEED ASSISTANCE WITH ANY ASPECT OF THE APPLICATION PROCESS, PLEASE CALL HUMAN RESOURCES AT 410-742-1537. U.S. LAW REQUIRES ALL APPLICANTS TO SHOW PROOF OF IDENTITY AND RIGHT TO WORK IN U.S.