



University at Buffalo
The State University of New York

University Libraries
Office of the Associate Vice President

Human Resources

Employment Opportunity
Lead Programmer/Analyst (Information Technology Specialist)
University Libraries

The University Libraries seek a service-oriented, collaborative IT professional to join a team of technology professionals who are the frontline technical support and primary information resource for the computing and networking needs of the Libraries' faculty and staff. In this role, you will provide support for PC hardware, software and peripherals in a networked environment and be responsible for continuous support and maintenance of a Windows-based virtual server environment that provides a standard suite of software, file sharing, anti-virus protection, and networked laser printing. You will also deliver technical support for instructional facilities and conference rooms located within the Libraries. As an active member of the university's IT community, you will collaborate with UB Information Technology staff to resolve persistent technical problems that arise in the Libraries and to request additional technology-related services.

Key Responsibilities:

- Maintains and supports a secure, reliable Windows-based networked environment for the University Libraries, which includes file sharing, software standardization, enterprise virus and malware protection, central and cloud storage, routine backups of staff files, and networked laser printing.
- Supports Windows-based virtualized servers using developed standards for the creation of user policies, profiles, and permissions. Provides routine server maintenance that includes coordinated backups and the use of enterprise solutions to monitor the detection of viruses, malware, and security breaches.
- Provides phone and in-person support to Library faculty and staff for issues with VoIP phones, software, hardware, network, and email.
- Creates, maintains and provides easy access to instructional guides and user documentation for Library faculty and staff.
- Recommends computing hardware, mobile hardware, software and peripherals that effectively meet the technology needs of the Libraries and the professional requirements of the Libraries' faculty and staff.
- Serves as a liaison between the Computing Center and the Libraries' faculty and staff for technical problem resolution and the provision of additional services related to network infrastructure and VoIP.
- Works closely with the Computing Center to plan and implement campus-wide software, hardware, network, and security solutions.
- Represents the Libraries' IT department on various committees within and outside of the Libraries.

Minimum Qualifications:

We would like the Information Technology Specialist to have these minimum skills & experience:

- Bachelor's degree;
- Demonstrated working knowledge and experience with computer hardware, software and peripherals;
- Demonstrated working knowledge and experience with Active Directory, Group Policy, LAN management tools, virtualized server environments, and security policies and procedures;
- In-depth knowledge of Microsoft Office Suite, including Outlook/Exchange and Skype for Business, Windows 7 and Windows 10 operating systems;
- Proven work experience in the field of customer service;
- Excellent communication, telephone, organizational and helpdesk skills;
- Ability to interact with both technical and non-technical faculty, staff, and students at all levels of the organization;
- Ability to provide resolutions to a variety of technical problems in a timely manner;
- Ability to prioritize responsibilities and react to situations with an appropriate sense of urgency and ownership when priorities change;
- Must be self-motivated and able to work well with members of a well-integrated team.

Preferred Experience:

We'd be excited to know if you also have the following skills and experience:

- A bachelor's degree in a computer-related discipline;
- At least two years of relevant work experience in a business, academic, or technology setting;
- Familiarity with the mission and operation of a large academic research library;
- Knowledge of Linux and Unix;
- Knowledge of current web technologies and experience with CSS, XHTML, Javascript, PHP, MySQL, and Microsoft Internet Information Server (IIS).

Salary:

Competitive

To apply:

All applicants must apply via the UBJobs Web site. Applicants must currently be authorized to work in the United States on a full-time basis. Visit <https://www.ubjobs.buffalo.edu> and search for posting number **P1700221**. Applicants should fully describe their qualifications and experience in their cover letter with specific reference to the minimum qualifications of the position. Please provide contact information for three professional references, including email addresses, at the end of your cover letter.

Applications will be accepted through **12/06/2017**.

The University at Buffalo is an Affirmative Action/Equal Opportunity Employer. The University is dedicated to the goal of building a culturally diverse and pluralistic University community committed to teaching and working in a multicultural environment.