



Junior Systems Administrator - Full-Time

The **Junior Systems Administrator** is responsible for maintaining both the virtual and physical IT infrastructure at Hartford Public Library, including servers, storage systems, backups, and surveillance technologies. This position plays a key role in monitoring system performance, supporting disaster recovery processes, and ensuring IT environments remain secure and up to date. Responsibilities also include end-user support, managing escalated help desk issues, and ensuring reliable technology services across all library locations. The Jr. Systems Administrator supports IT projects such as upgrades and migrations, and contributes to research, implementation, and testing efforts. The role also includes documentation duties and occasional after-hours support as needed. Additional duties may be assigned as needed to support the library's overall technology goals. **This is an "in-person" role, with a general schedule of 37.5 hours per week, Monday – Friday. The role provides occasional after-hours support as needed and may be required to serve on an on-call rotation for operational emergencies.**

RESPONSIBILITIES INCLUDE:

Infrastructure & Systems Support

- Maintains Hartford Public Library's virtual and physical infrastructure.
- Monitors virtual machines in Proxmox, applying system patches, reviewing system logs, and escalating issues.
- Assists with data backup operations using Veeam, test restore procedures and ensure our disaster recovery documentation is current.
- Is responsible for monitoring storage systems, NAS and SAN monitors performance, conducts health checks and regular checks storage space for capacity planning and rebalancing.
- Provides technical support for the library's surveillance cameras and systems.
- This position is expected to stay current on emerging technologies and IT trends and communicates findings to the IT Director and Chief Financial Officer and General Counsel for short-term improvements and strategic planning initiatives.
- Provides after-hours and on call support for system outages as needed.

End-User Support & Daily IT Operations

- Supports help desk operations resolving escalated support tickets, troubleshooting hardware and software issues, and ensuring consistent delivery of IT services.
- Assists the setup and support of AV equipment for public events and internal meetings, respond to day-to-day technology needs across all Library locations, and help train Tier 1 support staff Responsible for maintaining accurate documentation and contributing to standard operating procedures in IT knowledge database.

Project Support

- Supports ongoing and upcoming IT projects, including but not limited to server or infrastructure upgrades, network enhancements, or system migrations.
- Works closely with IT staff to assist in the implementation of new solutions, conduct research on proposed tools or configurations, and participate in testing environments.

Other Duties as assigned.

EDUCATION and EXPERIENCE/QUALIFICATIONS

Required Competencies:

- Excellent problem-solving skills to determine the main source of hardware and software issues and provide quality and timely solutions.
- Experience managing SAN and NAS infrastructure in a production environment.
- Familiarity with surveillance systems, including configuration, maintenance, and storage integration.
- Hands-on experience with backup solutions (Veeam or equivalent) and disaster recovery planning.
- Familiar with Proxmox and/or virtual environments.
- Must possess a strong customer orientation and provide technical support as requested and explain complex topics in layperson's terms.
- Must be comfortable with technical writing to produce documentation about infrastructure design, quality standards, testing procedures, and other essential project information.
- Must be able to interpret diagrams and system plans.
- Must be comfortable with creating Knowledge Base Documents for internal IT staff.
- Knowledgeable in MS Windows environment, Server 2008 to current.

Preferred Qualifications

- Certifications in Microsoft, Proxmox, Veeam, or storage technologies.
- Experience with ZFS file systems and Linux-based server administration.
- Familiarity with cloud services (Azure, AWS, or Google Cloud).

PHYSICAL DEMANDS / WORK ENVIRONMENT

- Ability to continuously bend, twist, stoop, reach and pull.
- Ability to keep composure in everyday, potentially stressful situations.
- Ability to meet a flexible work schedule, including evenings and weekends.
- Able to walk, sit and stand for extended periods.
- Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- Lifting moderate to heavy weight material up to 50 lbs.
- Available for 24-hour emergency call by telephone and/or cell phone.
- Requires a valid CT Driver's License.

What we offer employees:

Hartford Public Library offers part-time benefits you won't find at other nonprofit organizations through a unique partnership with the City of Hartford. This includes:

- MERF Pension Plan with employer contribution
- Health Care, Dental, and Pharmacy benefits
- Life Insurance
- Paid Time Off - Vacation, personal, and sick time
- 2 Floating Holidays
- 11 Paid Holidays
- Mental health support through the Employee Assistance Program
- Tuition reimbursement program
- Paid professional development, continuing education, and staff engagement opportunities
- Commitment to an active plan of diversity, equity, and inclusion work, including implementation of the staff-led DEI Road Map.

What we offer the community:

The Hartford Public Library is a national leader in redefining urban public libraries in the 21st century as innovative, stimulating and engaging spaces where people can learn and discover, explore their passions and find a rich array of resources that contribute to a full life.

We are an integral part of the Hartford community and offer programs for all our citizens. With 7 locations and robust outreach services, we are here for Hartford. Our programs include:

- The American Place, which offers a variety of free services to welcome immigrants and refugees including English Language Learning, Citizenship preparation and civic engagement
- Digital Library Lab
- Hartford History Center
- HPL Studios
- YOUmedia Teen Spaces
- Baby Grand Jazz, a free series of Jazz performances open to everyone
- Summer Learning
- Leap into Learning - Early Literacy
- Adult education classes and support
- Career Certification, GED
- Technology training and digital literacy
- Library of Things
- Robust print, electronic, audio and video collections

To Apply: Please email resume and cover letter to hpljobs@hplct.org and reference “**Junior Systems Administrator**” in the subject line of your email.

Hiring Range: \$55,525.86 – \$59,108.40 DOE

Hartford Public Library is an Equal Opportunity Employer.