HOW TO HIRE LIBRARY IT STAFF

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Infopeople

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OPLIN

"My primary criteria, so far very rarely met (and I mean that with utmost seriousness-- rarely met) are basic competence and sanity. Of the techs I have worked with or hired or recommended, only a sad handful have been competent and sane."

Library administrator

What we're covering:

- *Writing the ad, looking at resumes*
- *The interview*
- *Warning signs*
- *Practical strategies*
- *What does this mean to me, Laura?*

1. Writing the

AD

They're laughing at your ads

Determine *real* needs

System Admin

Save Job | Rate Job | Report Job | **Apply Now** ▶

Share Job With Others | **f** Like | 0 | 8+ +1 | **y** Tweet | ⚙ | **in** Share

Location: Washington, DC   Area Code: 0   Telecommute: no   Travel Required: unspecified

Skills: UNIX, Systems Admin, Solaris, LDOM, SAN

Pay Rate: Tax Term: CON_W2   Length:

Date Posted: 9-16-2013   Position ID: FOX_10815409-522   Dice ID: COMSYSD

System Admin

Save Job | Rate Job | Report Job | **Apply Now** ▶

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Location: Jersey City, NJ   Area Code: 201   Telecommute: no   Travel Required: none

Skills: Vmware ESX, Windows Server, Active Directory

Pay Rate: 45 - 50 (DOE)   Tax Term: CON_CORP CON_IND   Length: ~6 mos

Date Posted: 9-10-2013   Position ID: 076745   Dice ID: RTX167690

Certifications vs. non-certified, degreed vs. non-degreed

"The days of self-taught tech staff are over. Things have gotten too complicated."

Library technology manager

"Having a list of [certifications] may be more about the ability to take tests and pay for them than taking that information and applying it to real world problems…"

Library technology manager

What about degrees?

Market realities

"Realize that, in many cases, the salary of a credentialed tech is higher than many of the existing library staff. It is simply a market factor. Technical expertise is in high demand and, in many cases, expensive."

Library technology manager

"Because of what libraries pay, I see our positions as paid apprenticeships that people hold for 4-5 years before moving up."

Library director

"…and walking on water would be useful"

This is why they're laughing

- **Position Title:**
  IT Technician

- **Description:**
  The applicant should have: a strong skillset in networking, including: active directory, group policy, security; working knowledge of best practices for help desk duties, ticketing and documentation.   The position requires the applicant to be able to maintain, troubleshoot and repair hardware, software and peripherals.   Duties: Help Desk services; general systems administration and backup for the network and PC's including imaging; software installation and maintenance; technical support for library staff, programs and library patrons.

- **Qualifications:**
- Must have experience with hardware/software maintenance and installation.
- Skills needed: Must be able to communicate effectively with library staff and patrons.
  Knowledge of: Windows XP/OS7; Server 2003/2008; Active Directory; Group Policy; MSOffice; software loads; hardware builds/chipsets; internet protocols and security; networks.
  Preferred skills include: Html; Analytics; Adobe CS3 or CS5; knowledge of personal devices such as tablets, eReaders and Apple products; Digital Imaging; knowledge of databases.

- **Salary:**
- $11.00 hr.

- **Comments:**
  29 hours per week. Schedule includes evenings and weekends.

2.

The
INTERVIEW

Dual purpose of a tech

Communication skills

BOFH

"[Make sure] they understand that a network includes the humans."

Library tech

Writing skills

Troubleshooting skills

3.
Warning
SIGNS

Common sense?

Inflexibility

"Bloody awful" dogmatism

Lack of customer service

Misrepresenting technical abilities

Knowing right away

Them or a team?

4.
Practical
STRATEGIES

The interview environment

Use a panel in Stage 2

Explain something

- http://www.csbsju.edu/selt/selthistory/12-7-00/lego-replication.htm

- http://www.mftrou.com/communication-skills-game.html

Write a procedure

Give a tour…with an agenda

What Does This Mean to Me, Laura?

Don't hire the first person who seems to know more than you do.

Be clear on what you need your IT person to do.

In your own head.

Take your time; your computer upgrade can wait

Stalk me here

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Thank you!

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