



Job Description

Job title: Information Technology Support Technician

Salary grade: K

Department: Information Technology

Reports to: Information Technology Manager

Exempt? No

Supervisory responsibilities? No

Essential competencies apply to all library employees:

- Develop and maintain positive relationships with internal and external customers. Shows commitment to customer satisfaction.
- Work cooperatively with managers and co-workers.
- Show a capacity for grasping concepts and ask questions to gain further understanding.
- Communicate effectively orally and in writing.
- Complete work assigned on time and to the defined quality.
- Demonstrate prompt and regular attendance.
- Comply with library policies and operational procedures.
- Show that essential job functions can be performed with little or no supervision.
- Show flexibility and adaptability.
- Show initiative by acting independently to provide solutions to problems, seek additional responsibilities, and practice self-development.
- Comply with safety standards; keep workplace safe and clean.

Essential duties:

- Respond to tier 1 inquiries and prioritize requests.
- Assists with the installation of software, hardware, and peripheral equipment.
- Directs issues to the appropriate personnel for service, repair, and training; maintains a record of daily data communication transactions, problems, and actions are taken or installation activities; provides follow-up contact to users reporting technology-related issues and issues to ensure customer satisfaction.
- Assists with keeping technology inventory up-to-date.
- Conducts preventative maintenance, troubleshooting, problem-solving, and cleaning; performs minor repairs to hardware, software, or peripheral equipment according to specifications.
- Assists with technology projects, including testing and troubleshooting.
- Orders computer and fax supplies and equipment as directed; assists with the removal and disposal of old supplies and equipment.
- Responsible for staff laptop cart, outreach equipment, and tablet management.
- Participates in library web development team activities; creates web content and assists with backend administration.
- Participates in department staff meetings to share information and collaborate.
- Designs and distributes technology training materials for library employees; maintain a staff knowledgebase of technology-related guides and tips.
- Maintain and support systems that provide direct patron services.
- Meet with library staff to proactively visit about technology issues.
- Provides Tier 2 support for meeting rooms audio/visual equipment.



Job Description

Education and formal training:

Required: Associates' degree in information technology or related field

Preferred: Bachelor's degree in information technology or related field

Experience:

Required: 2 years' experience in information technology support or a related field

Preferred: 3 years' experience in information technology support or a related field.

A combination of training and experience which provides the required knowledge, skills and abilities to successfully perform the job may be considered.

Special knowledge, skills, and abilities:

Required: Attention to detail; computer software-presentation skills (intermediate); computer software-spreadsheet skills (intermediate); computer software-word processing skills (intermediate); human relations/interpersonal skills; written communication skills; oral communication skills, including presentations to individuals, small groups and large groups; ability to maintain confidentiality; project management skills; time management skills, including the ability to manage multiple concurrent projects, meet deadlines, work unsupervised; computer software-web page maintenance skills (beginner); Computer software-database creation/maintenance skills (beginner).

Preferred: computer software-desktop publishing skills (beginner); computer software-Windows and MacOS operating systems (intermediate); computer-software: Windows Server Administration (beginner); computer-hardware-Client Connectivity (beginner).

Budgetary responsibilities: None

Physical and Environmental Factors: Must be able to lift up to 50 lbs., sit or stand for long periods of time, must be able to remain in a stationary position, kneel, stoop, crouch, reach, push pull, grasp, feel, talk, hear, listen and perform repetitive motions. Ability to move safely over uneven terrain or in confined spaces; ability to safely climb ladders.

Specific vision abilities required include close, distance and peripheral vision; depth perception; and the ability to adjust focus.

Equipment operation: Standard office equipment including but not limited to computer, tablet, printer, copier, fax, and phone.

Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments may be changed at any time as required by business necessity.

A criminal background and reference check is required for all library positions.