TITLE: IT SPECIALIST – FULL TIME

LIBRARY: SPRING LAKE DISTRICT LIBRARY

REPORTS TO: LIBRARY DIRECTOR

JOB CLASSIFICATION: NON-EXEMPT

STARTING PAY: $20.50/hour

Posting Date: November 25, 2020   Closing Date: December 6, 2020

NATURE OF WORK

This is a full-time professional position. The essential function of the position is managing the library's network and computer systems. In coordination with technology support provided by outside firms, this position also maintains all workstations, server, peripheral and component hardware and software, including their replacements and upgrades, as well as the library's phone system. Other essential functions of the position include working on the library web page, and teaching occasional classes and one-on-one technology sessions with staff and the public.

EXAMPLES OF WORK

Listed examples are illustrative and representative of the tasks required of this position, but not intended to be complete or exclusive of this position.

- Responsible for administering local area network including installation, documentation, technical services and hardware and software integration.
- Maintain knowledge of system's capacity and operating features.
- Assist in the development, implementation and monitoring of information systems policies, procedures, and controls.
- Have extensive knowledge and familiarity with all standard protocols, such as TCP/IP, and hardware such as routers, hubs and switches.
- Provide support to the library's network and users with a variety of tools and techniques to troubleshoot and resolve problems.
- Work with outside technology firms on network and networking issues and devices.
- Install, configure, and maintain technology equipment such as operating systems and other software applications, wireless networking devices, print servers, printers, and other network-end devices.
- Investigate options for future upgrades; research new technologies; remain up-to-date on technical advances that will improve patron service or staff efficiency.
- Maintain hardware and software inventory, equipment and applications used in coordination with outside technology firm and library record keeping staff.
- Work on other technical issues involving telephone, audiovisual, and security systems as requested.
- Meet with other staff to resolve local technology issues.
- Maintain library web page in coordination with other library staff.
- Create technology goals and a long-term technology plan in coordination with library leadership staff.
- Teach technology classes for the public and for staff, as requested.
- Research new technologies that will improve patron service or staff efficiency.

- Prepare quotes and orders for technology items and work with vendors to coordinate service.
- Performs other library and technology-related tasks, as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Communication skills necessary to deal courteously and cooperatively with the public and co-workers.
- Ability to work under supervision.
- Have good understanding of network and database software applications.
- Have good organizational and planning skills.

NOTE: May be required to possess and maintain a valid Michigan driver's license and provide and operate a motor vehicle in the performance of the official duties of this position.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Bachelor of Science in a technical field, or comparable work experience.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

- 3-5 years experience.
- Library experience
- Creative ability for problem solving and troubleshooting
- Successful experience as a network technician.

STANDARD PHYSICAL REQUIREMENTS

- Operate a computer terminal.
- Stand, walk, push, reach, climb, bend, stoop, and lift/carry materials weighing up to 50 pounds when performing the duties of this position.
- See, hear, and talk adequately to perform the duties of this position.
- Physically manipulate a variety of materials.

WORKING ENVIRONMENT

- Climate-controlled building.
- Library setting with work interruptions by patrons and staff.

REPORTING RELATIONSHIP

- Reports to the Library Director. In the absence of the Library Director, reports to the Business Manager.