INFORMATION TECHNOLOGY SPECIALIST

Supervised by: Library Director

Position Summary:

Under the supervision of the Library Director, the IT Specialist manages 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 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 occasionally teaching classes and one-on-one technology sessions with staff and the public.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1.   Responsible for administering local area network including installation, documentation, technical services, and hardware and software integration.

2.   Maintain knowledge of system capacity and operating features.

3.   Assist in the development, implementation and monitoring of information systems policies, procedures, and controls.

4.   Have extensive knowledge and familiarity with all standard protocols, such as TCP/IP, and hardware such as routers, hubs and switches.

5.   Provide support to the library's network and users with a variety of tools and techniques to troubleshoot and resolve problems.

6.   Work with outside technology firms on network and networking issues and devices.

7.   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.

8.   Investigate options for future upgrades; research new technologies; remain up-to-date on technical advances that will improve patron service or staff efficiency.

9.   Maintain hardware and software inventory, equipment and applications used in coordination with outside technology firm and library record keeping staff.

10.   Work independently to plan, coordinate and implement creative and innovative programming to promote the mission of the library.

11.   Work on other technical issues involving telephone, audiovisual, and security systems as requested.

12.   Meet with other staff to resolve local technology issues.

13.   Maintain library web page in coordination with other library staff.

14. Create technology goals and long-term technology plan in coordination with library leadership staff.

15. Teach technology classes for the public and for staff, as requested.

16. Research new technologies that will improve patron service or staff efficiency.

17. Prepare quotes and orders for technology items and work with vendors to coordinate service.

18. Engage in regular professional development.

19. Perform other duties as assigned.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- Bachelor's degree in computer science or equivalent level of certification (Microsoft MCP, CompTIA, etc.) and vocational training or work experience required.

- Three or more years of in-depth experience in the installation and maintenance of desktop, laptop, and tablet computers and smartphones required.

- Excellent organizational skills, with ability to prioritize work and meet deadlines required.

- Proficient with Microsoft Office Suite and desktop publishing software. This includes using various web-based platforms, including social media sites and website management software.

- Ability to communicate effectively and present ideas and concepts orally and in writing.

- Ability to establish and maintain courteous and effective working relationships and use good judgment, initiative and resourcefulness when dealing with the public, library staff, community groups and others.

- Ability to critically assess situations, problem-solve, and work effectively under stress, within deadlines and changes in work priorities.

- Ability to travel on library business or for professional development as needed.

- Ability to work occasional nights and weekends.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential duties of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee regularly works in an office setting with a controlled climate where they sit and work on a computer for a prolonged period of time, communicate by telephone, email or in person, and move around the office to travel to other locations. The job also requires the employee to stand, lift, carry, push, reach, climb, bend and stoop when working with library materials and moving them around. The employee must lift and/or move items manually up to 50 pounds in weight. The noise level in the work environment is usually quiet to moderate.