JOB SUMMARY:
Under general supervision, provides system technical support by phone and in-person, including assisting with installation of new and replacement hardware and software, diagnosing operational problems, maintaining equipment inventory and ordering supplies and parts; performs administrative duties exercising a significant degree of independence; uses a personal computer to input, format and maintain complex computerized data; composes and types a variety of documents; maintains files, inventories, supplies, equipment, and records. Maintains IT server room and IT supply room.

ESSENTIAL JOB FUNCTIONS:
- Provides support with technical problems; determines if hardware or software related; assists users with hardware/software related problems; diagnoses and repairs equipment; assists with on-site service repair calls and installations as needed.
- Responds to tech support calls and emails; attempts to personally correct problems; for most issues, creates a work order in the Help Desk software; follows up on closed work orders to better serve the users with future problems;
- Assists library customers by phone or email when they have problems with library databases or other web related problems. Installs/replaces hardware, including printers, scanners, monitors, RFID equipment, coin boxes, and other computer related items.
- Contacts the manager on-call to report problems that need immediate action outside normal office hours.
- Uses repair manuals to rebuild printers and other devices by replacing faulty components and worn out parts.
- Performs maintenance and upkeep on keyboards, mice, monitors, mouse pads, coin acceptors for express checkout and print release computers, copiers, fax machines and printers.
- Provides training to library staff on use of various computer equipment.
- Assists with installation/upgrade of software on new and existing computers.
- Takes customer notifications to the bulk mail center; makes deposits to mail permit account as needed; maintains the postage balance ledger.
- Maintains and cleans the computer room, storage room, and equipment.
- Compiles and verifies complex and/or technical information for processing; prepares reports, charts or tables from general specifications to present information in an easy to read format; researches and assembles a variety of data from office records for incorporation into various reports.
- Categorizes and maintains manual and/or computerized filing systems; enters data; cross-indexes and files documents and books alphabetically, numerically or by other designated classification.
- Writes task procedures and other instructional material; maintains hardcopy and online documentation of software.
- Checks monitoring software status for any problems with connections, servers, equipment, and network services to address them before the library opens to the public.
- Inventories computer supplies, spare parts, etc. and notifies supervisor when time to re-order; Tracks inventory changes on all IT related equipment.
- Performs those day-to-day activities that are required to keep the department (program) functioning effectively, but are not specifically related to project work.
- Assists department management with various special projects or programs.
- Assists the other IT Department staff and Circulation Control staff as needed.
- Performs monthly maintenance on Automated Materials Handling (AMH) equipment and troubleshoots problems as needed.
- Maintains and upgrades knowledge, skills and development by attending seminars and training programs and reading trade and professional journals and publications.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen’s Bill of Library Rights, the Freedom to Read Statement, the privacy of library members’ records and the code of professional ethics.
Performs other related duties as assigned.

**SUPERVISORY RESPONSIBILITY:**
- This position has no supervisory responsibilities.

**INTERACTION:**
- Interaction with all levels of staff.

**MATERIAL AND EQUIPMENT USED:**

<table>
<thead>
<tr>
<th>Computers, including but not limited to:</th>
<th>Tape Drive</th>
<th>Scanners / Copiers / Laser Printers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Servers</td>
<td>Line (dot-matrix) printer</td>
<td>Coin Boxes</td>
</tr>
<tr>
<td>Personal Computers</td>
<td>Basic hand tools</td>
<td>Multifunction Scan/Copy/Fax/Printers</td>
</tr>
<tr>
<td>Laptops</td>
<td>Shredder</td>
<td>Paper Jogger</td>
</tr>
<tr>
<td>Tablets</td>
<td>Pressure Sealer</td>
<td>Barcode scanners</td>
</tr>
<tr>
<td>e-readers</td>
<td>Vehicle (personal and department)</td>
<td>RFID Equipment</td>
</tr>
</tbody>
</table>

**MINIMUM QUALIFICATIONS REQUIRED:**
- High School diploma or GED; and
- One year of hands-on hardware and software troubleshooting experience required.

**Licenses and Certifications:**
- Valid State Driver's License and current motor vehicle insurance.

**HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:**
- Associate degree in Computer Science, Information Technology, or closely related field.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**
- All computer applications and hardware related to performance of the essential functions of the job.
- Knowledge of PC hardware and operational theory.
- Knowledge of microcomputer operation systems and a variety of software.
- Working knowledge of the practical application of computer operations procedures as they apply to the library.
- Administrative practices and procedures, such as business letter writing and the operation of standard office equipment, including a personal computer.
- Record keeping, report preparation, filing methods and records management techniques.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Standard business arithmetic, including percentages and decimals.
- Basic budgetary principles and practices.
- Basic knowledge of library organization, policies, procedures, equipment and installed software base.

**Skill in:**
- Typing a minimum of 30 wpm; using a 10 key calculator; and using a computer terminal to enter and retrieve data.
- Skill in use of small hand tools to install, service and repair hardware.
- Operating and maintaining library equipment, to type proficiently and file alphabetically, numerically, and perform basic computations.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Customer service skills; ability to de-escalate situations when dealing with upset customers; ability to assist customers with any technical issue without making them feel inferior for not having the ability to troubleshoot themselves.
- Analyzing and resolving computer related situations and problems.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Interpersonal skills necessary to effectively interact with internal staff, citizens, and other library staff in order to
give and extricate information in a courteous and friendly manner.

- Providing varied, responsible, and often confidential administrative assistance to an executive and associated staff.
- Researching, compiling, and summarizing a variety of informational and statistical data and materials.
- Ability to write reports, correspondence, procedure manuals.
- Installing and configuring network client software, Internet software, and other end-user software.

**Mental and Physical Abilities:**

- Ability to concentrate and pay close attention to detail with constant breaks in concentration associated with answering phones or speaking in person to citizens requiring assistance.
- Analytical skills necessary to perform numerical calculations to obtain totals, balances, and verify information from complex forms and transfer to computers or manual reports.
- Ability to diagnose equipment problems without always having to see the equipment.
- Ability to distinguish between hardware and software problems.
- Ability to read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and so forth.
- While performing the essential functions of this job the employee is frequently required to sit, stand, or walk, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, speak and hear, and lift and/or move up to 50 pounds.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

**WORK ENVIRONMENT:**

- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like. Occasional cleaning of computers outdoors is required.
- While performing the essential functions of this position the employee is frequently exposed to risk of electrical shock, and work near moving mechanical parts.
- The incumbent's working conditions are typically moderately quiet.
- Working time may require irregular hours, shift times.
- Works alone during evenings and weekends.
- This is a safety-sensitive position.
- This position is eligible for Emergency telework.

**SUMMARY STATEMENT:**

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.