



METROPOLITAN LIBRARY SYSTEM Job Description

Job Title: Lead IT Technician	Position Code: 1208-114
Reports To: IT Technical Support Manager	Classification/Cat: Non-exempt/1
Division: Information Technology	Safety Sensitive: Yes
	Date: 03/2026

JOB SUMMARY:

The Lead IT Technician plays a key role in managing and supporting the organization's end-user computing environment. This position focuses on the full lifecycle of endpoint devices, including configuration, deployment, maintenance, and decommissioning. The Lead Technician also contributes to the development of technical policies and procedures, leads initiatives for device standardization and automation, and serves as a senior escalation point for the service desk.

ESSENTIAL JOB FUNCTIONS:

- Manages and oversees all aspects of end-user device administration across the organization, including Windows PCs, laptops, Chromebooks, iPads, and peripherals.
- Develops and maintains configuration standards, deployment processes, and device policies using management tools (e.g., Microsoft Intune, Microsoft Configuration Manager, or equivalent Remote Monitoring & Management (RMM) tools).
- Manages device imaging, provisioning, and software deployment pipelines, ensuring efficient, secure, and scalable setups.
- Designs and implements update and patching strategies for operating systems and software to maintain security and compliance.
- Collaborates with the IT Technical Support Manager to establish policies for device lifecycle, security hardening, and access controls.
- Serves as a technical lead and escalation point for complex issues within areas of responsibility.
- Documents configurations, procedures, and troubleshooting guides for use by the support team.
- Leads projects related to hardware refreshes, software rollouts, and technical improvements falling under assigned duties.
- Mentors junior technicians and helps standardize troubleshooting and support methodologies.
- Provides prompt, professional, and respectful service to internal and external guests by anticipating needs, resolving concerns, and delivering positive experiences consistent with organizational values.
- Completes all required and assigned training on time.
- Champions the library's strategic priorities with the system's vision and values in mind.
- Drives library vehicles to and from various locations.
- 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 guests' records, and the code of professional ethics.
- Performs other related duties as assigned.

FREQUENCY OF TRAVEL REQUIREMENTS:

- Frequent travel to other library locations

INTERACTION:

- Interaction with all levels of staff and IT vendors.

MATERIAL AND EQUIPMENT USED:

- Automated Materials Handling (AMH) Equipment
- Computer(s)/Printer(s)
- General Office Equipment
- Hand Tools
- Radio-frequency identification (RFID) Equipment
- Vehicle (fleet/personal)

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- Associate degree in IT or Business; and
- 3 years of experience in IT support or systems administration, including 1 year administering fleets of end-user devices at scale; and
- 3 years of hands-on experience with Windows 10/11 endpoint configuration, deployment, and patching; and
- 1 year of hands-on experience with at least one of the following operating systems: macOS, ChromeOS, or iOS/iPadOS

Licenses and Certifications:

- Valid State Driver's License
- Current Motor Vehicle Insurance
- Acceptable Driving Record as defined in the Driver Safety Procedures

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Bachelor's degree in IT or a related field
- Relevant certifications (e.g., CompTIA A+, Microsoft 365 Certified: Modern Desktop Administrator Associate, or other RMM certifications)
- Experience developing and enforcing endpoint policies via Group Policy or similar systems.
- Proficiency with scripting (e.g., PowerShell) for automation tasks.
- Information Technology Infrastructure Library (ITIL) awareness or certification.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Windows 10/11, macOS, ChromeOS, iOS/iPadOS, and related device ecosystems.
- Software deployment, patching, and configuration management
- Security standards for endpoints, including encryption, antivirus, and compliance policies
- Endpoint management platforms such as Microsoft Intune, Microsoft Configuration Manager
- All computer applications and hardware related to performing the job's essential functions.

Skill in:

- Using device management tools such as Microsoft Intune, Google Admin Console, Mosyle, or Microsoft Configuration Manager/Deployment Toolkit.
- Applying strong problem-solving and documentation skills to identify, analyze, and resolve issues effectively.
- Using advanced scripting and automation using PowerShell, Bash, or similar for device management and deployment tasks.
- Utilizing cloud-based identity and access management (e.g., Azure AD, Google Workspace).
- Applying networking fundamentals, including Transmission Control Protocol / Internet Protocol (TCP/IP), Domain Name System (DNS), and Dynamic Host Configuration Protocol (DHCP) troubleshooting.
- Applying cybersecurity principles such as endpoint protection, encryption, and compliance standards.
- Deploying project management, including planning, scheduling, and coordinating hardware/software rollouts.
- Creating documentation using technical writing principles to create clear guides and standard operating procedures (SOPs).
- Utilizing productivity tools such as Microsoft 365 (Microsoft Excel/Word/Teams) and collaboration platforms.
- Using communication and interpersonal dialogue for working with end-users and mentoring team members.
- Applying organizational and time management to handle multiple priorities and meet deadlines.

Mental and Physical Abilities:

- Ability to lead by example; support team development; coach junior technicians; serve as an escalation point; and clearly explain technical concepts to non-technical audiences.
- Ability to use analytical problem-solving and systems thinking to diagnose complex endpoint, imaging, deployment, and identity-related issues; perform root-cause analysis; and implement effective corrective actions.
- Ability to maintain high attention to detail in configuration standards, documentation, asset records, and change controls; validate policies prior to broad deployment; and create clear SOPs, runbooks, and troubleshooting guides for team use.
- Ability to prioritize and manage multiple tickets, projects, and escalations concurrently; adhere to incident, change, and asset lifecycle procedures; and make sound technical decisions under pressure during outages, security incidents, or high-visibility rollouts while meeting Service Level Agreements.
- Ability to handle sensitive data and device access in accordance with organizational policies and regulatory requirements.

- Ability to stay current with platform changes (Microsoft Intune/SCCM, operating system updates, print management), automation practices, and security hardening techniques.
- Ability to travel to various locations and access reliable transportation to do so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, remain in a stationary position 50% of the time, constantly operate a computer and other productivity machinery, place equipment for optimal functionality and usability, position self to work on a variety of equipment at differing heights and/or angles, ascend/descend ladders to access equipment, and move and/or transport equipment and boxes weighing up to 25 pounds.
- While performing the essential functions of this job the employee is occasionally required to move and/or transport equipment and boxes weighing up to 50 pounds. Moving and/or transporting equipment or boxes weighing more than 50 pounds requires the use of a lifting device or a team of two or more employees.
- While performing the essential functions of this position, the employee is frequently exposed to the risk of electrical shock and work near moving mechanical parts.

SUPERVISORY RESPONSIBILITY:

- This position has no supervisory responsibilities.

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 or maintenance of outdoor equipment is required.
- The incumbent's working conditions are typically moderately quiet.
- Working time may require irregular hours, shift times, and a scheduled Saturday rotation with other IT staff.
- 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 the 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.

Employment with the Metropolitan Library System for this position is conditioned upon compliance with the Driver Safety- Drug and Alcohol Testing Policy (SH 671). The Driver Safety-Drug and Alcohol Testing Policy is available on the Intranet or from the Human Resources Department.

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.