



DEPARTMENT: Information Technology (IT)

DIVISION: Facilities & Building Operations

JOB LEVEL: 7

STATUS: Non-Exempt

ORGANIZATIONAL RELATIONSHIPS:

Reports to: IT Operations Manager

OVERVIEW:

Under direction of the IT Operations Manager and the Director of Information Technology, assists in achieving IT operational objectives by maintaining current systems and evaluating and recommending solutions to resolve computer users' problems. Implements hardware and software changes and provides operation support at all three library locations, as necessary, including testing and installation.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Regularly interacts with library staff to resolve technology problems by evaluating service requirements, troubleshooting and providing assistance including tracking of technical issues
- Receives and logs support calls from staff and provides status updates
- Performs initial and intermediate support including desktop equipment replacement and assisting employees with support tasks
- Troubleshoots to identify and isolate failure point which may include hardware, network, application, or training issues
- Assists in maintaining servers, network, and other system access
- Provides network infrastructure support (wiring and connectivity) including maintaining network services, routers, switches, and other network devices following technical plans
- Resolves network communication problems to ensure user's access to library networks
- Researches technical issues, as needed, and escalates concerns to Manager in a timely fashion
- Installs software and firmware updates to workstations and/or servers
- Assists the department to ensure compliance with standards, methodologies, and techniques
- Assists in providing hardware support for all library systems, including automated sorting machines, media dispensers, library catalog systems, digital signage and other equipment
- Adds and maintains employee email accounts
- Assists with the maintenance of network login accounts and maintenance of the library's Active Directory
- Maximizes system utilization by enforcing software, hardware and information security standards
- Assists in maintaining file and print integrity and system security on all servers and workstations
- Assists in the maintenance and support of the telephone system (VoIP), computers, copiers, scanners, and office and barcode printers
- Configures wired and wireless network equipment
- Maintains information security software (including anti-virus and anti-malware) on library workstations
- Assists the Audio-Visual Technician in set up and support of audio-visual and computer equipment for staff and public programs
- Drives to/from library locations, when necessary, to resolve hardware, software, or other equipment issues
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks and benchmarking new practices and technologies



- Attends and participates in department meetings, staff training events, and other workshops and seminars as required
- Other library related duties as assigned *

DECISION MAKING:

- Identifies and corrects problems with computer and technology operations
- Makes necessary decisions when assisting with installation and upgrade of computer resources, including computers, servers, telephony and communications systems, LAN, WAN, Internet and other data transfers, data security and data backup and storage systems
- Provides direction and guidance to staff, customers, and other members of the department

REQUIRED EDUCATION/EXPERIENCE:

- Minimum of Associate Degree with technical or advanced coursework in computer technology or related field
- Minimum of 3 year's current experience in information systems and telephony management, including in-depth knowledge of personal computer networking, LAN, WAN and network operation; working knowledge of network infrastructure administration (switches, routers, etc.), word-processing, spreadsheet, database, monitoring and reporting software, Internet, email and operating systems
- CompTIA A+ Certification preferred
- Excellent knowledge of Windows Operating System troubleshooting, Microsoft Active Directory, Apple support protocols, mobile device support (iOS / Android), audio-visual support strategies, remote software tools, and basic network cabling
- Excellent researching and troubleshooting skills
- Working knowledge of telephone system operations, routers and communications lines (VoIP phone and data)

KNOWLEDGE/SKILLS/ABILITIES:

- Must have good interpersonal skills with the ability to use tact and sensitivity in personal transactions and interactions and respect confidentiality
- Demonstrated well-developed written and verbal communication skills
- Demonstrated ability and patience to provide training and support to other department members and end-users
- Ability to work independently and collaboratively in a team environment
- Excellent analytical and problem-solving skills including documentation skills
- Must be detail-oriented and have good organizational skills to meet deadlines
- Strong time management skills and the ability to work under pressure in a fast-paced environment
- Ability to manage multiple tasks and provide emergency support
- Knowledge of and ability to interpret and comply with applicable regulations
- Ability to exercise good judgment in evaluating situations and making decisions in a timely manner
- Adapts well to changes in existing practices, library routines, and workflows
- Demonstrates support for innovation and organizational changes needed to improve the Library's effectiveness



- Working knowledge of network infrastructure and technologies including wireless network technologies and traditional phone and electrical infrastructure
- Must be familiar with new system builds, configuration and setup and deployment
- Maintains working knowledge of application software to provide timely and comprehensive support to system users
- Strong knowledge of Microsoft Office, Windows Operating Systems, and other industry software
- Knowledge of computer and/or network security systems, applications, procedures, and techniques
- Ability to assess information system needs to generate system development plan, and to recommend selection of appropriate hardware and software
- Valid Illinois driver's license and vehicle insurance
- Ability to drive a vehicle to other library locations as needed

TOOLS/EQUIPMENT:

Use of the following equipment includes (but is not limited to): computer with mouse, all types of printers, various networking tools, telephone systems, scanners, laptops, audio / visual equipment, tablets, smartphones and other mobility devices.

PHYSICAL DEMANDS/WORK ENVIRONMENT:

- Must be able to work nights and weekends with the ability to respond to after-hours system issues
- Must be able to work a flexible and variable schedule, which may include daytime, evening, and weekend hours, to meet departmental needs
- Must be able to hear, comprehend and respond to staff and computer users both in person and in telephone conversations
- Must have visual ability to see computer screen and computer boards
- Must be able to manipulate computer and keyboards
- Must be able to lift and carry CPUs, monitors and other computer equipment up to 40 pounds
- Must be able to reach a height of greater than 60 inches
- Must be able to walk distances of more than 100 feet and climb stairs when necessary
- May be required to sit or stand for extended periods of time
- Must be able to discern differences in colors to select paper and ink
- May be required to push a cart of computer equipment weighing greater than 100 pounds
- Must be able to bend, stoop, and reach while setting up computer equipment

* The scope of the job may change as necessitated by the library's operation demands