IT Specialist

Immediate Supervisor
 IT Manager

Job Summary
The IT Specialist is responsible for installation, preventative maintenance, and minor repair of all computers and their peripherals and miscellaneous office equipment. In addition, the position performs on-call computer help desk duties for Library staff and patrons involving computer hardware, applications, and office equipment. It requires the ability to access, input, and retrieve data from the computer; ability to perform light to medium work; ability to use communicate effectively.

Duties and Responsibilities
- Under the supervision of the IT Manager, handles day to day installation, maintenance, minor repair, and troubleshooting of the library's network hardware and software, peripherals, office equipment, and other technology.
- Performs technical help desk duties for staff and patrons.
- Works with technology vendor support staff as needed to insure prompt resolution of issues.
- Documents issue resolution and work as completed.
- Under the direction of the IT Manager administer enterprise systems or certain aspects of enterprise systems, such as the Sierra Library Services Platform, Microsoft Windows Servers, or other systems.
- Generates reports and run routine maintenance tasks for enterprise software as needed.
- Assists in monitoring system logs and events.
- Under the supervision of and with instructions from the IT Manager, prepares specifications for the purchase of computer software, hardware, supplies, and other equipment.
- Prepares, delivers, and picks up equipment that is sent out of the building for repair.
- Installs and configures library workstations and software and maintains knowledge of basic functions of library-approved software.
- Provides assistance in use of equipment and software to both patrons and staff.
- Remains aware of new technologies that have application to library operation.
- Attends appropriate meetings, workshops, and seminars.
- Serves on committees as assigned.
- Other duties as assigned.

Desired Skills

- Background and interest in working with computers, both hardware and software.
- Knowledge of computer networking concepts and applications (preferably Microsoft Operating Systems).
- Willingness to explore and research solutions to computer problems as they arise.
- Ability to interpret and communicate computer problems.
- Ability to organize workload and multi-task effectively.
- Good communication skills, both verbal and written.
- Ability to work neatly, pay attention to detail, and follow directions.
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- Ability to interact with patrons and staff openly, courteously, skillfully, and accurately.
- Ability to train/assist others in use of equipment, software, and related items.
- Ability to work as a member of a team.

Equipment Operation & Physical Requirements

- PCs, printers, scanners, RFID scanners, faxes, self-service equipment, building systems, application software specific hardware.
- Ability to drive to library locations required
- Ability to climb, kneel, crouch, crawl, and lift a minimum of 50 lbs.

Education and Training

- High school diploma required.
- A minimum of two years experience in computer or technology-related services.
- College/technical training in computer science is desirable, but not required.

Hours

Full-time with night and weekend hours as needed.