**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.
- Ability to follow directions.
- 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.