

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 and the ability to communicate technical knowledge effectively with staff.

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 library staff.
- Works with technology vendor support staff as needed.
- Under the direction of the IT Manager administers enterprise systems or certain aspects of enterprise systems, such as the Sierra Library Services Platform, Microsoft Products, or other systems.
- Generates reports and runs routine maintenance tasks for enterprise software as needed.
- Assists in monitoring system logs and events.
- Prepares, delivers, and picks up equipment for repair.
- Installs and configures library workstations and software and maintains knowledge of basic functions of library-approved software.
- Aids in use of equipment and software to both patrons and staff.
- Attends appropriate meetings, workshops, and seminars.
- Performs 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).
- Ability to explore and research solutions to computer problems as they arise.
- Ability to organize workload and multi-task effectively.
- Good verbal and written communication skills.
- Attention to detail and ability to follow written and verbal instructions.

- Ability to interact with patrons and staff openly, courteously, skillfully, and accurately.
- Ability to train and assist others in the use of equipment, software, and related items.
- Ability to work on multiple projects as a member of a small team.

Equipment Operation & Physical Requirements

- PCs, printers, A/V equipment, video game systems, RFID scanners, self-service kiosks, building systems, and application software specific hardware.
- Ability to legally 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.
- Experience in computer or technology-related services.
- Training and certifications in technology-related fields are desirable but not required.

Hours

Full-time or part-time with night and weekend hours as needed.