

## **IFLS Library System Job Description**

**Job Title:** Technology Support Specialist

**Reports To:** IT Director

**FLSA Status:** Exempt

**Date Approved:**

### **SUMMARY**

The Technology Support Specialist is responsible for providing technical support for libraries via telephone, e-mail, help desk, remote access, and on-site visits. This position provides technical consulting and advice for the IFLS staff, member libraries and their library staff.

The Technology Support Specialist is also a member of a team, which shares the responsibility for our program of technology activities with the IT Director. The Technology Support Specialist position has lead responsibility in working with desktop hardware and software, peripherals, and handheld devices on an Active Directory network.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

Serve as team leader and team member as needed/requested.

### **Computer Support**

Provides support for member library staff with computers and networking troubleshooting via the telephone, e-mail, help desk, remote-control software, on-site visits, or at IFLS.

- Installs PC's, software, and peripherals such as printers and scanners
- Creates and maintains up-to-date OS Images for deployment via Windows Deployment Services and System Center Configuration Manager
- Order, set up, and installs secure and up-to-date computers
- Removes spyware, malware, and viruses from computers
- Assists library staff with troubleshooting hardware and software problems over the telephone, e-mail, help desk, and remote access software.
- Provides regular software maintenance.

### **Network Support**

Provides local LAN support for libraries and IFLS including troubleshooting internal connection issues and some router issues.

Configure and install routers and switches.

Monitor the network using network monitoring software for outages and reporting them to the service provider.

Some network upgrades and maintenance.

## **Technology Support**

Coordinates with the IT Director and System Director in developing a technology budget.

Works with the IT Director to draft and implement the technology plan.

Researches and recommends technology purchases for IFLS and member libraries.

Provides solutions for technology-related problems and investigates new technologies in conjunction with the IT Director.

Purchases technology-related equipment for libraries and IFLS individually or in bulk as needed.

Provides technology-consulting services to IFLS staff and libraries with special emphasis on computers and mobile devices.

Visits libraries to provide technology support as necessary.

Provides technology-related continuing education for librarians and IFLS staff in one-on-one, small, or large group workshops.

Manages IFLS' technology-equipment inventory.

Fills in for IFLS IT Director as needed.

Other duties as required or assigned.

## **QUALIFICATIONS**

To perform the job successfully, an individual must be able to meet each responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to individuals with disabilities to perform the functions.

## **EDUCATION and/or EXPERIENCE**

Bachelor's degree in information technology or related program is highly desirable. Associate degree with two years' experience in multiple areas is required: Microsoft Windows Professional, Mac OSX, Microsoft Windows Server, Active Directory, Group Policy, Local Area Networks, Wide Area Networks, basic routing and switching, wireless networking, PC hardware and software installation and configuration, and help desk support. Excellent customer service and experience in training people in computer applications is required. Experience in library automation, high-speed telecommunications, virtual machine software, Microsoft System Center, Linux and network security is desired as well as experience working with very small organizations.

## **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of

the business community. Ability to effectively present information to top management, public groups, and/or boards of trustees.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, percentage, and to draw and interpret bar graphs. Ability to work with mathematical concepts such as probability and statistical inference.

### **REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions and deal with abstract and concrete variables. Ability to prioritize workload.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid Driver's License.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; talk; hear; and use hands/fingers to handle or feel. The employee is required to stand; walk; reach with hands and arms; stoop; kneel; crouch; and crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities that may be required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

Because of the nature of this position, the employee must perform some duties outside of normal business hours and be on call for after-hours support.

The employee provides support to a wide array of library staff with very wide-ranging technical knowledge and abilities. The employee must have excellent organizational skills, patience and the ability to work under pressure in a chaotic environment at times. Moving between multiple tasks and projects is required.