



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title: IT Technician
Reports To: Technical Support Manager
Division: Information Technology

Position Code.: 1063-112
Classification: Non-exempt
Safety-Sensitive: Yes
Date: 11/2024

JOB SUMMARY:

Under general supervision, provides high-level technical support for library computers, installs new and replacement hardware, diagnoses operational problems, repairs, and services equipment, builds data communications cables, participates in major communication and mainframe upgrades, maintains equipment inventory, and orders supplies and parts.

ESSENTIAL JOB FUNCTIONS:

- Troubleshoots and diagnoses user problems over established support channels; determines if hardware or software related; assists users with hardware/software related problems; determines the appropriate action to be taken to resolve problem(s); configures equipment and makes service calls.
- Installs hardware including terminals, printers, barcode scanners, communication equipment, PCs, and PC components such as chips, expansion boards, power supplies, and hard disk drives.
- Installs, configures, and maintains software on new and existing computers.
- Sets up end-user devices to maintain a secure network; creates and maintains procedures for securing, configuring, and deploying devices on the domain; monitors and updates procedures as required.
- Installs patches, plug-ins, and security fixes on library devices.
- Provides technical support and assistance to users, both in-person and remotely; trains internal guests on a variety of software applications in both formal and informal settings.
- Assists in managing the Windows network.
- Repairs electronic components using electronic schematics and repair manuals; rebuilds printers and other devices by replacing faulty components and worn-out parts.
- Writes task procedures and other instructional material; maintains hardcopy and online documentation of software.
- Maintains up-to-date inventory of computer equipment and supplies; orders supplies and parts as needed. Maintains and upgrades knowledge, skills, and abilities by attending training programs and reading trade and professional publications.
- Assists in special projects such as library moves and relocating equipment as needed.
- Provides excellent service to internal and external guests.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- Completes all required and assigned training on time.
- Drives library or personal vehicle to and from various locations.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library guests' records and the code of professional ethics.
- Performs other related duties as assigned.

FREQUENCY OF TRAVEL REQUIREMENTS:

- Frequent travel to other library locations.

INTERACTION:

- Interaction with all levels of staff, and IT vendors.

MATERIAL AND EQUIPMENT USED:

- Automated Materials Handling (AMH) Equipment
- Coin Boxes
- Computer(s)/Printer(s)
- General Office Equipment
- Hand Tools

- Network Testing Equipment
- RFID Equipment
- Vehicle (fleet/personal)

MINIMUM QUALIFICATIONS REQUIRED:

- Associate degree in Computer Science, Information Technology, or a closely related field; and
- Two years of experience in an IT support role; or
- Any combination of education, training, and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

- Valid State Driver's License
- Current motor vehicle insurance
- Acceptable Driving Record as defined in the Driver Safety Procedures

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Experience in Level 1 or Level 2 IT support environments involving tasks such as troubleshooting hardware, software, network issues, and providing user support.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Electronic test equipment to isolate component failures on circuit boards.
- PC hardware and operational theory.
- Microcomputer operating systems and a variety of software, including network operating system software.
- Record keeping, report preparation, filing methods, and records management techniques.

Skill in:

- Using small hand tools to install, service, and repair hardware.
- Installing and configuring network client software, internet software, and other end-user software.
- Using disk imaging software.
- Using interpersonal skills necessary to effectively interact with internal staff, guests, and other departmental staff in order to give and extricate information in a courteous and friendly manner.
- Using tact, discretion, initiative, and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Using mathematics.

Mental and Physical Abilities:

- Ability to read a circuit board schematic drawing.
- Ability to diagnose equipment problems without always having to see the equipment.
- Ability to distinguish between hardware and software problems.
- Ability to read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and so forth.
- Ability to write reports, correspondence, and procedure manuals.
- Ability to travel to various locations and to access reliable transportation to do so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, remain in a stationary position 50% of the time, constantly operate a computer and other productivity machinery, place equipment for optimal functionality and usability, position self to work on a variety of equipment at differing heights and/or angles, ascend/descend ladders to access equipment, and move and/or transport equipment and boxes weighing up to 25 pounds.
- While performing the essential functions of this job the employee is occasionally required to move and/or transport equipment and boxes weighing up to 50 pounds. Moving and/or transporting equipment or boxes weighing more than 50 pounds requires use of a lifting device or a team of two or more employees.
- While performing the essential functions of this position the employee is frequently exposed to the risk of electrical shock, and work near moving mechanical parts.

SUPERVISORY RESPONSIBILITY:

- This position has no supervisory responsibilities.

WORK ENVIRONMENT:

- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt, and the like. Occasional cleaning or maintenance of outdoor equipment is required.
- The incumbent's working conditions are typically moderately quiet.
- Working time may require irregular hours, shift times, and a scheduled Saturday rotation with other IT staff.
- Works alone during evenings and weekends.
- This is a safety-sensitive position.
- This position is eligible for Emergency telework.

SUMMARY STATEMENT:

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as the accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.