



Position: Technology Support Specialist

FLSA: Non-Exempt

Grade: III

Department: Technical Services

Reports To: Technical Services Manager

Job Summary:

The Technology Support Specialist assists the Systems Administrator in set up, evaluation, maintenance, and troubleshooting of computer hardware, software, other equipment and systems, including but not limited to, public computers, online patron access computers (OPAC), copiers, scanners, microfilm viewers, e-books, digital material and a variety of devices. This position acts as a first level responder to team members in technology-related matters. Monitors, operates, troubleshoots, and performs routine tasks in the operation of hardware, software, peripherals, other equipment, and systems. Researches, plans, and implements technology-related projects with minimal guidance and supervision.

Primary Duties / Responsibilities:

1. Provides assistance and support to team members in all of the library's technologies and systems.
2. Installs, sets up, configures, tests, deploys, and decommissions computers, peripherals, software, and a variety of other equipment.
3. Provides basic troubleshooting, repair and maintenance for computers, software, peripherals, WLAN, LAN, and other library equipment / technology.
4. Maintains and updates all library hardware, software, equipment, and systems.
5. Assists team members in the use, care, and safe keeping of library equipment, including but not limited to, sound system, audio visual equipment, computers, cameras and recorders, copiers, scanners, microfilm viewers and a variety of devices. Also instructs and supports team members to provide instructions to patrons regarding library resources and equipment.
6. Researches, plans, and implements technology-related projects with minimal guidance and supervision.
7. Works with vendors and proprietary vendor software / interfaces.
8. Maintains a working knowledge of library and department services, including applicable policies and procedures, with the ability to explain and enforce them.
9. Manages the environment safely and within library standards when incidents occur.
10. Completes incident reports as necessary.
11. Collects / maintains data, statistics, and completes reports.

12. Accepts and completes special assignments within expected timelines.

Cultural Adaptations:

- We embrace diversity, equity and inclusion in all aspects of employment and service and align our behaviors to those standards.
- We serve a diverse population and embrace ourselves as problem solvers; not in assisting problem patrons.
- We strive to prepare for the unexpected as we face new challenges and opportunities every day.
- We consider our guiding principles in all aspects of our work: Leadership, Compassion, Teamwork, Adaptability, Perseverance, and Resourcefulness.

Mission: To connect people to information, inspiration, and infinite opportunities.

Vision: Be a vibrant, vital community resource for imagination and growth.

Required Skills / Abilities:

Extensive knowledge of current public library services, policies, standards, and procedures; working knowledge of Windows, Microsoft Office Suite, Google Workspace, Internet browsers; basic computer hardware and associated terminology and ability to troubleshoot and repair hardware / software issues.

Ability to successfully interact with a diverse community, both patrons and team members; ability to apply trauma informed service model consistently; remain focused on tasks despite frequent interruptions; train others in the use of new products and technology; recognize and use appropriate learning techniques and styles as appropriate for patrons and team members; work at a varied pace within the context of the working conditions listed below; perform with a high level of accuracy independent from supervisor examination; work well within teams, groups, and committees; obtain and maintain a working knowledge of library computer systems and other technologies as they pertain to all departments; train patrons in the use and services of the library; and travel independently.

Effective skills in all forms of communication, verbal, written, and electronic, within a variety of settings with both diverse internal and external contacts; problem / conflict resolution; workplace organization, prioritization and time management, ability to organize alphabetically and numerically.

Education and Experience:

- High school diploma or equivalent with experience / education in technology.
- One year or more of maintaining and troubleshooting a multi-operational system.
- One year or more of experience focused on proficiency with computer hardware, software, and systems.
- Knowledgeable in a variety of hardware, software, and operating systems.
- Current driver's license with good driving record.

Work Environment and Physical Abilities:

The **physical demands and work environment** of this position are typical of an interior / office work environment with some physical effort required and no or very limited exposure to physical risks. This position is exposed to weather conditions when / if traveling on business and potential exposure to computer and office equipment cleaning chemicals and solutions. Exposure to noise is minimal.

Essential physical abilities include:

Sufficient **clarity of speech and hearing** or other communication capabilities, with or without reasonable accommodation, that permits the employee to communicate effectively. Sufficient **vision or other powers of observations**, with or without reasonable accommodation, which permits close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to focus.

Sufficient **manual dexterity** with or without reasonable accommodation, which permits the employee to operate a personal computer and related office equipment.

Sufficient **personal mobility and physical reflexes**, with or without reasonable accommodation, which permits the employee to function in the context of the position to include but not be limited to: lifting, moving, carrying up to 40 but more often 10-15 pounds; prolonged standing and / or sitting; and the capability to travel independently.

The Technology Support Specialist position description does not constitute an employment contract or agreement between the employer and employee. It covers the most significant duties to be performed, however it is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that may be required. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.

Employee

Date

Human Resources Manager

Date