

Information Technology Specialist

Job Description: An employee in this position performs installation, configuration, and troubleshooting of computer-related technology (servers, desktops, laptops, peripheral devices, and mobile devices), software, and advanced networking. This employee demonstrates knowledge and proficiency beyond the entry-level position. Work involves interaction with staff and public and is performed in accordance with Fontana Regional Library (FRL) policies, guidelines, and procedures. Performs related work as apparent or assigned. Work is performed at multiple libraries and may involve driving a library vehicle. Work is performed under the supervision of the Information Technology (IT) Officer.

Job Duties

Job descriptions are intended to present a descriptive list of the range of duties performed by employees in the job. Descriptions are not intended to reflect all duties performed within the job. Any one position may not include all listed duties.

1. Installs, configures, and assists with managing computer-related technology to support library operations and activities.
2. Installs and configures software to support library operations and activities.
3. Installs, configures, and assists with managing networks to support library operations and activities.
4. Troubleshoots and performs major repairs to problems with computer-related technology, software, and networks.
5. Installs upgrades to computer-related technology, software and networks.
6. Performs scheduled maintenance of computer-related technology, software, and networks.
7. Assists staff and patrons in the use of computer-related technology, software, and networks.
8. Maintains confidentiality and privacy of protected information.
9. Assists with disaster recovery planning.
10. Maintains communications with staff during maintenance and repair process.
11. Reports work done at each site to the Librarian and the IT Officer.
12. Reports problems or needs to the IT Officer and prepares written reports as necessary.
13. Provides detailed, accurate, and timely logging of problems and resolution.
14. Inventories equipment and computer-related supplies.
15. Prepares computer-related technology for shipping, moving, or storage.
16. May perform opening and closing procedures.
17. Supports organizational goals and objectives by participating in library system, community, and statewide collaborations.
18. May be required to perform work assignments concurrently.
19. Responsible for maintaining a safe and secure working environment.
20. Evening and weekend work required.
21. Some travel required.

Qualifications

The qualifications listed below are representative of the competencies and training required to perform this job successfully.

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Knowledge, Skills, and Abilities:

1. Working knowledge of current computer-related technology.
2. Knowledge of industry terminology and concepts within the overall computing environment.
3. Knowledge of server disaster recovery and physical/software security.
4. Knowledge of network technologies, installation and configuration, media and topologies.
5. Knowledge of the operation and use of standard test equipment.
6. Knowledge of and ability to apply IT best practices.
7. Knowledge of library principles and practices.
8. Ability to analyze, diagnose, and solve computer-related technology.
9. Ability to install and maintain computer-related technology.
10. Ability to actively seek new information regarding technology and the workforce.
11. Ability to quickly learn new technology-related skills.
12. Ability to plan and organize work, and handle interruptions.
13. Ability to accurately count money.
14. Ability to give attention to detail.
15. Ability to effectively communicate orally and in writing.
16. Ability to effectively work with diverse populations.
17. Possess good interpersonal skills including tact, courtesy, and discretion.
18. Ability to take direction.
19. Ability to use good judgment.
20. Ability to work as a member of a team.
21. Ability to work independently and exercise initiative.
22. Ability to work well under pressure.
23. Possess a current driver's license valid in the State of North Carolina.

Education and Experience:

1. Associate's degree in Computer Technology or Electronics, or equivalent experience required.
2. Bachelor's degree preferred.
3. Three years of experience in the diagnosis and repair of computer-related technology required.
4. Two years of customer service experience required.
5. One year of library experience required.
6. Network certification preferred.

Physical and Environmental Conditions

These conditions are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job functions.

1. Work requires physical effort in the handling of materials, boxes, tools, book trucks, or equipment up to thirty pounds in non-strenuous work positions.
2. Work requires normal range of human positions and movement including standing, walking, climbing, balancing, stooping, kneeling, crouching, crawling, reaching, stretching, lifting, pulling, pushing, and sitting.



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3. Work requires good hand dexterity and coordination for computer and other related duties.
4. Work requires clarity of speech, hearing, and vision to enable the employee to communicate effectively with coworkers and the public.
5. Work environment involves everyday risks or discomforts that require normal safety precautions.
6. Must occasionally deal with unruly or potentially dangerous individuals in library facilities.