

Information Technology Technician

Job Description: An employee in this entry-level position performs installation, configuration, and troubleshooting of computer-related technology (desktops, laptops, peripheral devices, and mobile devices), software, and basic networking. 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 and configures computer-related technology, software, and basic networks to support library operations and activities.
2. Troubleshoots and performs minor repairs to problems with computer-related technology, software, and networks.
3. Installs upgrades to computer-related technology and software.
4. Performs scheduled maintenance of computer-related technology, software, and networks.
5. Assists staff and patrons in the use of computer-related technology, software, and networks.
6. Maintains confidentiality and privacy of protected information.
7. Maintains communications with staff during maintenance and repair process.
8. Reports work done at each site to the Librarian and the IT Officer.
9. Reports problems or needs to the IT Officer and prepares written reports as necessary.
10. Provides detailed, accurate, and timely logging of problems and resolution.
11. Inventories equipment and computer-related supplies.
12. Prepares computer-related technology for shipping, moving, or storage.
13. May perform opening and closing procedures.
14. Supports organizational goals and objectives by participating in library system, community, and statewide collaborations.
15. May be required to perform work assignments concurrently.
16. Responsible for maintaining a safe and secure working environment.
17. Evening and weekend work required.
18. Some travel required.

Qualifications

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

Knowledge, Skills, and Abilities:

1. Knowledge of basic electronics principles.
2. Knowledge of major components and principles of computer systems.
3. Knowledge of basic features and operation of mobile devices.

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4. Knowledge of and ability to apply IT best practices.
5. Familiarity with small to medium Ethernet networks.
6. Familiarity with wireless networks.
7. Familiarity with the operation and use of standard test equipment.
8. Familiarity with library principles and practices.
9. Ability to quickly learn new programs and technology related skills.
10. Ability to plan and organize work, and handle interruptions.
11. Ability to accurately count money.
12. Ability to give attention to detail.
13. Ability to effectively communicate orally and in writing.
14. Ability to effectively work with diverse populations.
15. Possess good interpersonal skills including tact, courtesy, and discretion.
16. Ability to take direction.
17. Ability to use good judgment.
18. Ability to work as a member of a team.
19. Ability to work independently and exercise initiative.
20. Ability to work well under pressure.
21. Ability to use a variety of library equipment and technology.
22. Ability to effectively use various computer applications.
23. Possess a current driver's license valid in the State of North Carolina.

Education and Experience:

1. High school diploma or GED required.
2. Computer technology or electronics course work or equivalent experience required.
3. One year of experience in the diagnosis and repair of computer-related technology preferred.
4. One year of customer service experience required.
5. One year of library experience 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.
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.