DATE PREPARED: August 2017

POSITION: Technology Support Specialist

CLASSIFICATION: Technology Support Specialist (grade 15)

REPORTS TO: Director

BASIC FUNCTION: The position of Technology Support Specialist is responsible for the effective and efficient operation of the library's technological environment, including electronic networks, systems, services, and equipment at all library locations.

SUBORDINATES: None

NATURE AND SCOPE: This position reports to the Director and is responsible for the administration of all aspects of Library technology. The incumbent works closely with other departments, consultants, and CLEVNET technology staff. The incumbent works to assure a reliable, accurate, responsive, efficient, and secure electronic environment for the delivery of library services. The incumbent is responsible for the library's online presence, as well as the evaluation, selection, purchase and installation of software, hardware, and related equipment. The incumbent responds to staff calls for help, troubleshoots and solves hardware and software problems, monitors overall performance of automated systems, implements improvements, and works with the director to develop technology plans and the technology budget. The incumbent is responsible for securing licenses, maintaining records, and preparing reports related to the library's electronic environment.   The incumbent refers matters of policy or other important decision-making to the Director.

PRINCIPLE ACCOUNTABILITIES:

Ensures that high quality, secure, quick access to online services and resources, both wired and wireless, is consistently available to patrons and staff.

Ensures the efficient and effective operation of all library technology.

Ensures that library software, systems and equipment are current and compatible with recent changes in technology.

Ensures, supports, and maintains a current, effective, compliant website.

ESSENTIAL DUTIES OF THE POSITION:
(Other duties may be assigned as necessary for the efficient operation of the library system.)

Works with the Director to develop the annual technology budget.

Works with the director to develop and implement a technology plan.

Troubleshoots all technology related problems and either finds appropriate solutions or contacts the appropriate organization (e.g. CLEVNET, OPLIN, etc.). If problems are passed on, monitors progress to ensure that they are resolved.

Works with staff committee to design and maintain a current, ADA compliant website.

Implements and maintains various technology related systems, services, and applications.

Answers staff and patron technology questions.

Installs and uninstalls Library hardware and software.

Programs and configures software and hardware as needed to provide services/access requested by other departments.

Works with other departments to make sure their technology resources are meeting their needs.

Provides technology training and explanations for staff as needed.

Evaluates technology needs and purchases appropriate hardware and software to meet those needs. Replaces broken or outdated equipment and software as needed.

Serves as primary hardware/network liaison for CLEVNET.

Rotates backup media and ensures backup jobs are completed successfully. Regularly evaluates and tests backup procedures and setups to ensure that they meet the Library's needs.

Monitors anti-virus and malware protection and

responds to any threats to components of the network.
Monitors and maintains network security and takes appropriate preventative and responsive steps.
Maintains and periodically audits software licenses.
Physically cleans computers as needed.
Maintains user accounts for multiple networks.
Supports the Library's patron authentication database for public computer use.
Coordinates the storage and disposal/recycling of old and unneeded equipment.
Works with networked copiers, digital cameras, scanners, projectors, and other accessories and equipment.
Visits branches regularly.
Works with vendors and support staff as needed.
May design and teach classes related to computers and technology.

ACCEPTIBLE SKILLS, KNOWLEDGE, AND ABILITIES

Previous network management experience required. Knowledge of computer systems and networking required. Knowledge of Microsoft Windows Server, cloud services, and Google Apps required. Knowledge of website design required. Hardware and software troubleshooting experience required. Ability to work effectively with minimal supervision. Ability to work a flexible schedule and to provide assistance on an on-call basis. Ability to work pleasantly and effectively with staff, patrons, and the Clevnet consortium in person, over the phone, and via e-mail. Ability to learn library routines, rules, procedures and policies. Ability to do physical work such as lifting and moving computer equipment, pushing the mobile laptop cart, kneeling, reaching, and climbing a ladder. Ability to maintain a neat, clean appearance in keeping with the established dress code. Ability to communicate clearly, both orally and in writing.

REQUIREMENTS AND QUALIFICATIONS

An undergraduate degree from an accredited college

or university in a field related to computers and technology preferred. Any combination of computer-related experience, coursework, certification, or training that provides the required knowledge, skills, and abilities will be considered. A commitment to excellent public service required. Must be able to meet the flexible scheduling requirements of the library. Must be present at the worksite as required. Ability to perform the major functions of the position required. Possession of a valid driver's license required.