
JOB DESCRIPTION

TITLE: Information Technology Support Specialist **DEPT.:** Information Technology
REPORTS TO: Information Technology Manager **CLASSIFICATION:** Non-Exempt

Objective:

Provides hardware and software support to staff and visitors as a team member of the Information Technology (IT) Department. Shares responsibility for installing, configuring, maintaining, and troubleshooting computer systems, user profiles, telecommunication systems, and other Library technologies, ensuring smooth operation and data security.

Duties:

1. Performs day-to-day operations and maintenance for the Library's technologies, including hardware, software, audio-visual equipment, printers and copiers, telecommunication systems, and Library websites. Configures, installs, and evaluates new technologies.
2. Provides prompt, positive support to staff on library technologies. Monitors, responds to, and documents support requests in internal IT ticketing system.
3. Researches, tests, and recommends equipment, software, and other technologies. Submits purchase orders.
4. Works closely with contracted vendors, including managed IT services provider and integrated library system provider, to ensure successful delivery of services.
5. Stays current with all library and emerging technologies. Participates in professional development through provided training, reading, workshops, conferences, and networking groups. Shares information learned with appropriate colleagues.
6. Creates, maintains, and shares clear and comprehensive technical documentation.
7. Develops and conducts staff training and creates instructional materials.
8. Creates reports, surveys, manuals, and other informational and statistical data. Helps maintain inventory of library technology equipment and supplies.
9. Serves on library and community committees as assigned.
10. Performs other duties as assigned.

Minimum Qualifications:

Education:

- Two years of college level coursework or equivalent experience in computer science or related field

Experience:

- Minimum 1 year experience in IT support and operations, or comparable field
- Library, government, or non-profit experience preferred
- Fluency in written and spoken Spanish or other language commonly spoken in the District preferred

Knowledge, Skills, & Abilities:

- Demonstrates ease and comfort with emerging technologies
- Ability to troubleshoot problems with computers and peripherals
- Knowledge of macOS and Apple applications
- Knowledge of Microsoft Windows and 365
- Technical competence and a willingness to learn and grow in technical understanding
- Knowledge of or ability to learn website content management software, preferably Drupal
- Excellent problem-solving skills
- Ability to instruct and guide users of all skill levels
- Communicates effectively in English, both orally and in writing
- Ability to communicate technical concepts to non-technical stakeholders
- Ability to empathize and relate to others' needs
- Ability to provide excellent customer service at all times with members and staff
- Ability to remain calm under pressure
- Ability to manage multiple tasks with efficiency, skill, accuracy and appropriate speed
- Attention to detail
- Project management skills
- Ability to exercise initiative and to make appropriate independent decisions
- Ability to use good judgment following procedures in support of library policies
- Ability to use good judgment creating and following procedures in support of library policies
- Ability to work collaboratively as a member of a team with colleagues and managers
- Experience with or ability to learn integrated library systems (Polaris preferred)

Supervisory Responsibility:

None.

Physical Requirements:

- speaking, hearing, vision, and manual dexterity sufficient to adequately perform the job
- ability to push/pull up to 100 pounds and lift or move up to 25 pounds occasionally
- prolonged sitting and repetitive keyboard use

Working Conditions:

- Work is performed in a typical library environment.
- Must have valid driver's license and proof of auto insurance or have the ability to arrange own transportation between Main library, branches, and other locations as needed.