

# PALATINE PUBLIC LIBRARY DISTRICT

## JOB DESCRIPTION

**TITLE:** Technology Support Specialist

**DEPT.:** Technology

**REPORTS TO:** Technology Manager or  
Technology Assistant Manager

**CLASSIFICATION:** Non-Exempt

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### **Objective:**

Perform responsibilities at public service desks and additional duties related to District-wide technology operations professionally in accordance with the policies and procedures of the Library District.

### **Duties:**

1. Instruct and assist patrons with questions related to library hardware, software, devices, equipment, catalog, Express Checkout stations, databases, eBook platforms, and related services while at public service desks or during scheduled appointments.
2. Provide technology related reference to patrons in person, on the telephone, or electronically via e-mail using print and digital resources.
3. Effectively convey library policies and procedures to the public and staff.
4. Schedule appointments for use of computer equipment, media rooms, and study rooms.
5. Plan, develop, and conduct technology classes and programs for patrons and staff. Create and update program materials and prepare presenter contracts as required.
6. Create and conduct events for patrons that feature library technology.
7. Support and assist staff with issues related to computer systems, software, hardware and library equipment. Monitor, record, and troubleshoot queries in the internal help desk ticket queue.
8. Perform troubleshooting, repairs, and general maintenance on library hardware, software, equipment, and peripherals.
9. Record, track, and document the problem-solving process. Share relevant findings and procedures with Technology Department and other library staff as needed.
10. Develop and maintain technical documentation.
11. Prepare, install, maintain, configure, and operate Library digital services, including computer hardware, software, and equipment.
12. Research, recommend, and test implementations to improve library services, procedures, software, and hardware.
13. Interface and coordinate with LAN administrators and other vendors about department-related issues, improvements, and projects. Initiate, monitor, and update support tickets with vendors.
14. Monitor, organize, and inventory stock. Issue purchase orders. Record discrepancies for loss prevention for District-wide computer and peripheral equipment.
15. Oversee regular backups of Library servers.

16. Continue professional development by attending conferences, workshops, classes, webinars, networking groups, etc. in order to maintain current expertise in appropriate areas.
17. Attend meetings or serve on committees as a representative of the Technology department as needed.
18. Support the Technology Manager and Assistant Manager with departmental projects.
19. Act as a point of contact for department in the absence of the Technology Manager and Assistant Technology Manager.
20. Create reports as needed.

Performs other miscellaneous duties as assigned.

### **Minimum Qualifications:**

#### Education:

Higher education, certification or specialized training equivalent to 2 years of college preferably in a technology-related discipline.

#### Experience:

Minimum of 2 years related experience working with technology required. Library technology and integrated library systems preferred. Experience as a help desk technician or other customer support role preferred.

#### Skills:

##### *Technology*

- Ability to type and enter data into computer accurately
- Knowledge of Windows platforms and Windows Office Suite (Word, Excel, PowerPoint, Outlook, Publisher, and Internet Explorer)
- Knowledge of Apple OS and productivity apps (Pages, Numbers, Keynote)
- Familiarity with digital media software (e.g. Adobe Creative Suite, GarageBand, iMovie, etc.)
- Ability to search library catalogs and research databases
- Proficiency in the use of personal computing technologies, including: desktops, laptops, tablets, current operating systems, and Internet applications.
- Knowledge of, or ability to learn, website content management software (Drupal preferred) to assist in maintaining the Library's web sites
- Ability to diagnose and resolve issues with computers and peripherals
- Demonstrates ease and comfort with emerging technologies

##### *Office & Library*

- Ability to work with efficiency, skill, accuracy and appropriate speed
- Knowledge of and ability to carry out policies and procedures

##### *Communication*

- Ability to work collaboratively as a member of a team

- Communicates effectively in English, both orally and in writing
- Ability to read and understand written information and instructions
- Ability to read information from computer monitors
- Ability to adapt communication style
- Ability to communicate skillfully, accurately and pleasantly in person, on the telephone, via email, and online

#### *Customer Service*

- Ability to use good judgment following procedures in support of library policies
- Ability to empathize and relate to patron needs, exploring beyond the initial question to determine the actual information desired
- Ability to work effectively and courteously with the public and staff
- Ability to work efficiently and calmly during busy periods and with frequent interruptions
- Ability to handle emergency situations in a calm, capable manner
- Ability to provide excellent customer service at all times

#### *Organizational*

- Ability to handle multiple tasks and efficiently organize work
- Ability to exercise initiative and to make appropriate independent decisions as appropriate
- Ability to work in a supportive manner with colleagues and managers
- Ability to consistently complete and follow-up on departmental jobs
- Knowledge of library policies and procedures
- Knowledge of materials/services available at the Library
- Knowledge of physical organization of the building and functions of the various departments within the Library

#### **Contacts:**

##### *Internal:*

Library staff and management

##### *External:*

Patrons, vendors, and community groups

#### **Physical Requirements:**

The physical requirements described here are representative of those that must be met by an employee to successfully perform the functions of this job.

Physical requirements include: speaking, hearing, vision, and keyboarding ability sufficient to adequately perform the job, and the ability to push/pull up to 50 pounds, and lift and carry up to 20 pounds occasionally.

#### **Working Conditions:**

Work is performed in a typical library environment. Full or part-time position. Will require some weekend and evening work. 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.