Job Description – Specialist III – Technology Support
Huntington City-Township Public Library

Position Description:
The Technology Support Specialist III completes tasks associated with computer and technology support and administration of the Integrated Library System. Work is performed under the direction of the Assistant Director for Operations.

Primary Objectives:
- Routine installation, maintenance, minor repair, and troubleshooting of the library's network hardware and software, peripherals, office equipment, and other technology-related areas
- Perform help desk duties for staff and patrons
- Research and understand new technologies which have application to library operation
- Under the direction of the Assistant Director for Operations, serve as system administrator for the ILS

Specific Responsibilities of the Job
- Ensure the continuous and efficient operation of the library's computer and network systems
- Serve as the ILS system administrator
- Provide assistance and training in use of equipment and auxiliaries for staff and patrons
- Generate system reports from the ILS and others as needed
- Maintain written maintenance logs for the computer work as completed
- Under the direction of the Assistant Director for Operations, prepares specifications for the purchase of computer software, hardware, supplies, and other equipment
- Assist in monitoring server logs and events
- Prepare, deliver, and pick up equipment that is sent out of the building for repair
- Work with outside vendors and specialists as needed for technical or special projects
- Under the direction of the Assistant Director for Operations, complete and update the library technology plan
- Foster an environment of continuous improvement and efficiency
- Communicate regularly with the Assistant Director

Required Knowledge, Skills, and Abilities
Note that these requirements are representative, but not all-inclusive, of the knowledge, skill, and ability required to perform this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Background and interest in working with computers, both hardware and software
- Knowledge of computer networking concepts and applications
- Ability to explore and research solutions to computer problems as they arise
- Willingness to explore and research solutions to computer problems as they arise
- Ability to interpret and communicate computer problems
- Ability to interact with patrons and staff openly and courteously
- Ability to train/assist others in use of equipment, software, and related items

- Knowledge of current library practices
- Knowledge of personal computers and related hardware, electronic mail, the Internet, office software, document imaging, etc.

- Skill in organizing and prioritizing multiple responsibilities

- Ability to handle high volumes of work

- Skill in checking information for accuracy and completeness and correcting errors
- Ability to excel as a productive and positive team member
- Ability to communicate effectively both verbally and in writing
- Ability to establish and maintain effective working relationships with other employees, customers, and the public
- Ability to contribute to a positive work culture that fosters excellent customer service and teamwork

Education and Experience
- Degree or equivalent experience: Bachelor's Degree in Computer Science or other related technology field required
- Years of experience: Minimum of 3 years working with technology and computer systems. Some library experience preferred.
- Specialized training in: Computers, technology and information systems
- Certification: none required

Physical Demands
These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.
- While performing the responsibilities of the job, the employee is required to talk and hear.
- The employee is often required to sit and use their hands and fingers, to handle or feel.
- The employee is required to stand, walk, reach with arms and hands, occasionally climb or balance, and to regularly stoop, kneel, crouch or crawl.
- Extended periods of sitting and using computers are common.
- Extended periods of standing may be required.
- Extended periods of walking may be required.
- Ability to push or pull up to 100 pounds with mechanical assistance.
- Ability to lift up to 20 pounds.

Work Environment
While performing the responsibilities of the job, these work environment characteristics are representative of the environment the job holder will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.
- The employee may occasionally be exposed to chemicals used in common cleaning products.

- The employee may have extended periods of exposure to airborne and surface dust and debris.
- The noise level in the work environment is usually quiet to moderate but may occasionally be loud.
- In general the majority of the work day will be in an office environment.

Conclusion

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. But, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.