Position Description

Job Title	Information Technology Technician II
Department	Library
Employment Status	Full-time
Exempt/Non-Exempt Status	Non-Exempt

Scope of Work
Under the general direction of the Technology Manager, this position provides skilled technical assistance in the setup, operation and maintenance of all library computers and related equipment and assists library staff and patrons in the proper use of the computers and equipment, according to the policies set forth by the Library Board and in alignment with the organizational vision, mission, service values, and goals.

Supervision	
Received	Technology Manager
Exercised	None

Essential Job Functions The job functions listed herein are neither exclusive nor exhaustive, but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change. **It is the Library's expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of all services that we provide to our patrons.**

- Performs complex technical tasks to ensure continued operation of all Library computer equipment, including PCs, notebooks, printers, scanners, copiers and other peripheral devices; provides support, maintenance and replacement for all equipment.
- Installs, configures and troubleshoots software applications.
- Recommends higher level or vendor-based support when needed.
- Helps coordinate the use of shared equipment (laptops, projectors, tablets).

- Provides assistance with technology setup and take down for meetings and programming, for both internal library uses and public events.
- Provides on-site and telephone based technical support for all workstations, terminals and peripheral devices.
- Helps maintain all computer hardware and software inventory, including identifying information, warranty and location.
- Designs and implements training materials for use of software and hardware, as needed.
- Provides training, support and general supervision on the appropriate use of computer equipment to all library users, as needed.
- Determines computer and other Library equipment needs and submits budget request for replacement parts and new equipment, as needed.

Other Job Functions

- Performs related duties as assigned.

Requirements of Work

Graduation from an accredited college or university with an Associate's Degree and major coursework in computer operations, and at least 1 – 3 years of related experience, with some public library experience preferred; or any equivalent combination of training and experience which provides the following knowledge, ability and skills:

Knowledge of	• The use, operation and repair of computer hardware and software, including peripheral devices and equipment. • Network operating and communications systems. • Current security methods and procedures used to protect computer systems and data. • Regulations related to the proper disposal of computers and other equipment.
Ability to	• Work independently and make sound decisions with minimal supervision. • Analyze problems, troubleshoot and implement solutions. • Develop written training manuals and instructions for library staff and public use. • Identify and recommend necessary policy and procedure changes to eliminate or reduce the risk of hardware, software and data loss. • Establish and maintain effective working relationships with supervisors, coworkers and the general public.
Skill in	• Computer operations. • Listening, oral and written communications.

Necessary Special Requirements

None

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- Specific vision abilities required by this job include close vision, prolonged visual concentration and the ability to adjust focus.
- While performing the duties of this job, the employee is frequently required to sit, stand, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee is occasionally required to bend, stoop, kneel, crouch, or crawl.
- The employee is frequently exposed to dim and/or bright lighting, dust, noise and electrical currents.
- The employee must occasionally lift and/or move up to 50 pounds.