

Position Profile

Title: Technology Specialist

Department: Administration (Information Technology)

Supervisor: Technology Manager

Direct Reports: None

Summary of Purpose: Ensures the operation and usability of the library's computer systems. Maintains, upgrades, and troubleshoots computer and network hardware and software.

Collection Quality *Ensures a broad and balanced collection that represents the interests of the community.*

- Helps to select computer hardware and software.
- Installs, maintains, troubleshoots and upgrades hardware and software for all staff and public networks, PC's, and servers. Creates and maintains desktop images.
- Maintains detailed and up-to-date licenses and hardware/software inventory.

Service Quality *Ensures service excellence through customer focused standards and consistently applied policies.*

- Keeps abreast of developments by reading professional literature and attending conferences, workshops, and other training sessions. Suggests ways to incorporate new developments into the Library's services.
- Attends monthly IT project meetings.
- Acts as on-call hardware/software technician.
- Trains staff and customers in the use of computer technology.
- Helps customers set up their computers for using library services.
- Communicates with technology vendors, contractors, and help desks as needed.

Access Quality *Ensures public awareness and access to Library resources through promotion, education and collaboration.*

- Ensures that library equipment is in good working order.
- Maintains network connections to ensure stable Internet and catalog access for staff and public use.
- Configures wireless access points for easy public access; assists customers with establishing connection.
- Provides handicapped accessible options for library computer users.

Facility Quality *Ensures facilities are safe, functional and inviting.*

- Keeps work areas clean and safe.
- Monitors library facilities and takes a proactive approach in preventing disruptive or unsafe behavior or conditions.
- Reports any serious maintenance problems to the library's maintenance staff.
- Services and maintains security camera system.

Resource Quality *Ensures adequate resources through public and private funding, gifts, donations, partnerships and the deployment of volunteers.*

- Maintains the library's reputation and positive image in the community to facilitate fundraising and related activities.
- Helps administer technology components of grant awards.

Qualifications

- Associate's Degree, experience, or certifications in relevant information technology.
- Knowledge of network protocols, computer hardware specifications, and software applications, including Windows and Linux operating systems.
- Ability to lift up to 50 lbs.
- Availability to work evenings and weekends

Note: *This profile portrays typical duties and responsibilities, and is not intended to be all-inclusive.*

Signature: _____ **Date:** _____