

IT Specialist 1

DEPARTMENT:	Information Technology
GRADE:	54
CLASS CODE:	ITSPEC1
FLSA STATUS:	Exempt
UNION STATUS:	Not Represented
REVISED DATE:	October 2020

Summary:

The IT Specialist 1, under general supervision, provides help desk support to Timberland Regional Library (TRL) users for information systems including computers, printers, associated peripherals, network, software, phone, and voice mail systems. The IT Specialist 1 is the entry level of a three level classification series.

Supervisory Relationships:

This position is supervised by and reports to the Finance and IT Director as part of a service-oriented team.

Essential Functions:

Class specifications are intended to provide a descriptive list illustrative of the range of duties performed by employees in the class. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

1. Answers main helpdesk phone, assigns tickets to appropriate staff. Reviews, follows up, and closes old tickets.
2. Provides basic technical support to the users for network, desktop, and phone systems; works with users to resolve problems and answer questions on a variety of IT systems. Refers systems hardware and/or software problems to qualified IT staff as needed.
3. Uses and maintains the TRL's Help Desk software.
4. Reports statistics of Help Desk activities.
5. Keeps current on advancing technology as it relates to TRL hardware and software. Creates and administers user accounts, group memberships, and passwords, allowing user access to email, other applications, and systems.
6. Helps install, move, and replace PC and other peripheral equipment.
7. Deprocesses old equipment and prepares for surplus.

8. Maintains inventory of all computer equipment including PCs, printers, scanners and network equipment; monitors and ensures individual items are tagged and cataloged in the inventory database.
9. Handles scheduling, preparation, and setup of equipment.
10. Assists other Information Technology Staff members on other projects as assigned.
11. May participate on local and district-wide committee and perform other duties as assigned or required.

Core Skills and Qualities:

Complete definitions are included on the TRL evaluation form. Employees are expected to demonstrate the following qualities at all times:

1. Establish and maintain effective working relationships with internal staff, outside organizations, and the general public.
2. Positively reflect TRL's mission, vision, and values to the staff and public.
3. Effective organizational and time management skills, including the ability to multitask, manage multiple projects at the same time and adapt to changing priorities to meet demands of the department.
4. Communicate effectively verbally and in writing.
5. Demonstrate quality customer service.
6. Exhibit reliability and dependability. Demonstrate punctuality and regular and consistent attendance.
7. Demonstrate a positive attitude and flexibility.
8. Work well with others, show respect, contribute to the team.

Required Knowledge, Skills, and Abilities:

Employees are expected to perform or possess the following:

1. Current knowledge on providing technical customer assistance, and computer hardware/software support.
2. Experience troubleshooting hardware and software issues independently.
3. Ability to provide technical training to staff regardless of level of computer proficiency
4. Methods for installing/maintaining and repairing PC's, printers and other computer equipment.
5. Understanding of current technological advances in the field.
6. Skill in working with a diversity of individuals.
7. Ability to communicate effectively and work as a member of a service-oriented team.

Technology Requirements:

- Microsoft Office Suite 2010 to current version (Access, Excel, Outlook, PowerPoint, Word).
- Ability to navigate, search, and use basic mobile device applications.

- Knowledge of computerized systems used in information technology applications.
- Experience with Integrated Library System, Inventory or Data Management System preferred.

Education and Experience:

Associate's degree in computer science, information systems or closely related field and one year of experience in computer support; OR a high school diploma/GED AND a minimum of two years' experience in the operation of a computer and peripheral equipment, including one year of experience of technical customer service.

Licenses, Certifications, and Special Requirements:

- Must have a valid Washington State driver's license and an acceptable driving record, OR must be able to provide own transportation to and from job, meetings, and related job sites.
- Must pass and maintain a criminal background check.
- The ability to work evenings and weekends and to adapt to schedule changes on short notice.

Physical and Environmental Conditions:

- Work is performed in a busy, service-oriented office with frequent interruptions and under the stress of continual pressure to meet deadlines and handle competing priorities.
- Subject to sitting, standing, walking, bending, reaching, and lifting of objects up to 40 pounds; depending on area of assignment, may be required to lift objects up to 65 pounds.
- Dexterity of hands and fingers to operate a computer keyboard and other technology equipment.
- Occasional travel is required to attend meetings at other sites and locations, or to participate in work-related assignments. This position may be required to work occasional early mornings, evenings, and weekends.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions with this job.

This and all TRL positions are subject to transfer, based on library need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. Timberland Regional Library is also an Equal Opportunity Employer.