IT Specialist 1

DEPARTMENT:	Information Technology
GRADE:	49
CLASS CODE:	3034
FLSA STATUS:	Non-Exempt
UNION STATUS:	Not Represented
REVISED DATE:	March 2019

Summary:

The IT Specialist 1 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.

Supervisory Relationships:

Under general supervision of the Finance and IT Director and 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. Assists other Information Technology Staff members on other projects as assigned.
7. Helps install, move, and replace PC and other peripheral equipment.

8. Deprocesses old equipment and prepares for surplus.
9. Handles scheduling, preparation, and setup of equipment
10. <u>May participate on local and district-wide committee and</u> 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:

- Quickly and accurately diagnose and resolve problems with computer hardware/software from remote location based upon information provided by users with varying degrees of computer proficiency.
- Remain current on technology advances in the field.
- Clearly and concisely communicate technical information to non-technical users at all organizational levels.
- Meet schedules and deadlines.
- Work independently from general instructions and broad work expectations with minimal direction.
- Establish and maintain effective working relationships with co-workers, employees, department officials, elected officials, and the general public.
- Coordinate and carry out a number of activities simultaneously under stressful and busy conditions.
- Listen to and resolve problems in a manner that is responsive to the needs of the customer and promotes professional customer service.

- Pay close attention to detail for prolonged periods of time and under restrictive deadlines.
- Communicate effectively verbally and in writing to diverse audiences.
- Project a professional image and represent TRL in a professional way in all interactions.
- Maintain regular, reliable and punctual attendance.
- Work occasional early mornings, evenings, and weekends.

Technology Requirements:

- Basic PC navigation skills in a Windows-based environment; ability to connect and print
- Ability to navigate, search and use basic web functions and software applications (i.e., time and attendance systems, performance reviews)
- Microsoft Office Suite skills (e.g., Outlook, Word, Excel) to satisfactorily complete job responsibilities
- Methods for installing/maintaining PC's, printers and other computer equipment.
- Methods for troubleshooting hardware and software issues.
- Methods for providing technical training to staff.
- Providing onsite and telephone technical support to library staff and patrons.
- Repairing PC's, printers, scanners.
- Ability to navigate, search, and use basic mobile device 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 or 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.

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 an Equal Opportunity Employer.