

IT Specialist 2

DEPARTMENT:	Information Technology
GRADE:	57
CLASS CODE:	ITSPEC2
FLSA STATUS:	Exempt
UNION STATUS:	Not Represented
REVISED DATE:	October 2020

Summary:

The IT Specialist 2, under general supervision, provides technical support and performs a variety of functions in relation to the installation and maintenance of computer systems and equipment for Timberland Regional Library (TRL). The IT Specialist 2 is the second level of a three level classification series, and may perform the job duties of the IT Specialist 1 as required.

Reporting Relationships and Team Work:

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

Essential Duties and Responsibilities:

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. Responds to staff inquiries regarding the usage of computer equipment and software.
2. Provides telephone and on-site technical support to staff in branches for hardware, software, and network issues.
3. Assists staff in the use of computer equipment, software, and telephone operation/configuration. Provides telephone and onsite technical support to staff for hardware, software, network, and phone system issues. Troubleshoots and assists staff regarding website, public computer, printer, and wireless access issues
4. Builds, configures, installs, repairs, and replaces computer equipment. Configures, installs, repairs, and/or replaces peripherals including printers and scanners. Liaises with vendors and coordinates the ordering and installation of replacement printers, peripherals, and computer parts.
5. Provides assistance in maintaining circulation systems equipment; may assist with printing hold and overdue notices.
6. Develops and delivers staff training on the Intranet, and standard computer software applications.

7. 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.
8. Drafts and maintains documentation for troubleshooting common IT related issues. Utilizes helpdesk software for records retention purposes.
9. May participate on local and district-wide committee and performs other duties as assigned or required.

Core Skills and Qualities:

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. Knowledge on building, configuring, installing and repairing computer equipment and peripherals.
3. Experience troubleshooting hardware and software issues independently.
4. Ability to provide technical training to staff regardless of level of computer proficiency
5. Methods for installing/maintaining and repairing PC's, printers and other computer equipment.
6. Understanding of current technological advances in the field.
7. Skill in working with a diversity of individuals.
8. 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:

Bachelor's Degree in Computer Science, and two years technical support experience; OR an equivalent combination of education and experience.

Licenses, Certifications, and Special Requirements:

- Must have a valid Washington State Driver's License and an acceptable driving records, OR must be able to provide own transportation to and from the 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 also an Equal Opportunity Employer.