Timberland Regional LIBRARY

IT Specialist 2

DEPARTMENT:	Information Technology
GRADE:	57
CLASS CODE:	3035
FLSA STATUS:	Exempt
UNION STATUS:	Represented
REVISED DATE:	June 27, 2019

Summary:

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 the Timberland Regional Library District, including the integrated library system.

Reporting Relationships and Team Work: Reports to the Finance and IT Director and 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 and patron inquiries regarding the usage of computer equipment and software.
2. Provides telephone and on-site technical support to staff and patrons, for hardware, software, and network issues. May visit library branches to provide general assistance and help with workflow.
3. Builds, configures, installs, repairs, and replaces computer equipment. Configures, installs, repairs, and/or replaces peripherals including printers and scanners. Maintains support equipment including bursters and/or the System printer. Liaises with vendors and coordinates the ordering and installation of replacement printers, peripherals, and computer parts.
4. Provides assistance in maintaining circulation systems equipment; may assist with printing hold and overdue notices.

5. Develops and delivers staff training on the usage of the integrated library system, Intranet, standard computer software applications, and circulation policies.
6. Drafts and maintains documentation for staff on the circulation system and other topics, such as email and electronic timesheet software, as required.
7. Provides expert telephone and remote assistance to staff and patrons regarding the library circulation system.
8. Performs integrated library system database, maintenance functions, such as deleting items and patron records, producing branch lists of potential items for withdrawal from the collection.
9. Serves as a contact with patrons regarding collection agency issues; waives fees, expunges accounts from credit reporting agencies, and synchronizes collection agency and circulation system balances.
10. May participate on local and district-wide committee and performs 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:

- Principles and practices of computer science.
- Establishing and maintaining effective working relationships with other library and department staff, vendors, and customers.
- Customer service standards and procedures.
- Ability to work independently and innovatively in a variety of situations.

- Ability to maintain financial and statistical records; and to circulate instructional information according to established procedures.

Technology Requirements:

1. Methods for installing/maintaining PC's, printers and other computer equipment.
2. Methods for troubleshooting hardware and software issues.
3. Providing onsite telephone technical support in relation to computer systems, hardware, and software.
4. Building, configuring, installing, and repairing computer equipment and peripherals.
5. Developing and delivering staff training in relation to library computer systems.
6. Providing onsite and telephone technical support to library staff and patrons.
7. Repairing PC's, printers, scanners.

Education and Experience:

Bachelor's Degree in Computer Science, and two years technical support or integrated library system 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 an Equal Opportunity Employer.