

IT Specialist 3

DEPARTMENT:	Information Technology
GRADE:	60
CLASS CODE:	ITSPEC3
FLSA STATUS:	Exempt
UNION STATUS:	Not Represented
REVISED DATE:	October 2020

Summary:

The IT Specialist 3, under limited supervision, develops and maintains the Timberland Regional Library (TRL) intranet, including database server maintenance and administration, systems programming, telecommunications systems and support for third party tools used throughout TRL. This position also provides direct technical support to the IT Coordinators and TRL staff. The IT Specialist 3 is the highest level of a three level classification series, and may perform the job duties of the IT Specialist 2 as required.

Reporting Relationships and Team Work:

This position is supervised by and 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. Assists with the maintenance, diagnosis, and repair of telephone and voicemail systems; diagnoses and replaces telecommunications system components as directed. Aids in the installation and configuration of new and existing phone lines and voicemail boxes, and reconfigures telephone and voice mail systems.
2. Implements safety and preventative maintenance procedures for computer systems and equipment. Assists in designing and maintaining the District's network and associated equipment; performs system design, configuration, and installation of local area network and wide area network hardware and software.
3. Aids in the development of system configurations, server placements, and installation plans. Assists the IT Coordinator with server administration, maintenance, and backup

- duties; helping to evaluate server usage and performance issues and troubleshoot server hardware and software problems.
4. Supports the design, maintenance, and updates to TRL's intranet.
 5. Configures, administers, and troubleshoots TRL's computer scheduling and print management system.
 6. Serves as technical liaison and administrator for online reference databases and the EZProxy system. Works with 3rd-party vendors to set up internal and remote network access to resources.
 7. Assists with the administration of the web filtering system; responds to reports of over/under-filtering.
 8. May participate on local and district-wide committees 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. Principles and practices of computer technology.
2. Knowledge on building, configuring, installing and repairing telecommunications systems for internal and remote access.
3. Knowledge of system configurations and server maintenance, usage and backups.
4. Experience troubleshooting hardware, software and telecommunications issues independently.
5. Knowledge of content security and web/email filtering practices.
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:

1. Microsoft Office Suite 2010 to current version (Access, Excel, Outlook, PowerPoint, Word).
2. Ability to navigate, search, and use basic mobile device applications.
3. SharePoint experience, including developing and maintaining a SharePoint farm, SharePoint workflows and SharePoint Designer.

Education and Experience:

Bachelor's Degree in Computer Science or related field, and three years of experience providing technical support; OR an equivalent combination of education and experience. SharePoint experience required.

Licenses, Certifications, and Special Requirements:

1. 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.
2. Must pass and maintain a criminal background check.
3. 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 occasionally be required to lift objects up to 65 pounds.
- 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.