



IT Specialist 3

DEPARTMENT:	Information Technology
GRADE:	63
CLASS CODE:	3036
FLSA STATUS:	Exempt
UNION STATUS:	Not Represented
REVISED DATE:	November 26, 2019

Summary:

Develops and maintains the Timberland Regional Library intranet, website development and maintenance, database server maintenance/administration and provides primary support for third party software used across TRL. This position also provides technical support in relation to computer hardware and software for TRL staff.

Performs a variety of systems programming functions and assists in maintaining the Timberland Regional Library District's computer and telecommunications systems.

Reporting Relationships and Team Work: Under general supervision of 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. Utilizes a variety of programming languages to program desktop and web applications. Designs and builds SQL databases; writes SQL queries, stored procedures, and DTS agents.
2. Installs, maintains, troubleshoots, and repairs PC's, printers, scanners, and other computer equipment. Configures, installs, and upgrades microcomputer modules and peripherals; diagnoses and troubleshoots common module issues and system malfunctions.

3. Maintains, diagnoses, and repairs telephone and voicemail systems; diagnoses and replaces telecommunications system components as necessary. Installs, configures, adds and moves phones and voice mail boxes; reconfigures telephone and voice mail systems; conducts system evaluation and upgrade as required.
4. Replaces motherboards, processors, and memory. Configures and connects network interface cards to the network. Installs Windows operating systems; manages files, directories, memory, and hard drive space/usage.
5. Configures and installs printers and portable systems; diagnoses and repairs network printers; programs scanners.
6. 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.
7. Develops system configuration, server placement, and installation plans. Performs server administration, maintenance, and backup duties; evaluates server usage and performance issues; troubleshoot server hardware and software problems.
8. Maintains inventory of all computer equipment including PC's, printers, scanners, and network equipment; monitors and ensures individual items are tagged and cataloged in the inventory database.
9. Assists staff in the use of computer equipment, software, and telephone operation/configuration. Provides telephone and onsite technical support to staff and patrons for hardware, software, network, and phone system issues. Troubleshoots and assists patrons regarding website, public computer, printer, and wireless access issues.
10. Designs, maintains, and updates TRL's intranet.
11. Configures, administers, and troubleshoots TRL's computer scheduling and print management system.
12. Serves as technical contact and administrator for online reference databases and the EZProxy system.
13. Assists with the administration of the web filtering system; responds to reports of over/under-filtering.
14. Liaises with vendors to set up internal and remote network access to reference databases.
15. Develops troubleshooting and end user documentation.
16. Prepares monthly statistical reports on computer usage.
17. Provides telephone and onsite technical support to staff and patrons for hardware, software, and network issues.
18. Provides assistance in analyzing hardware, software, and/or technology services for use by the District as required.
19. 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. English grammar, punctuation and spelling, including strong proofreading skills.
2. Standards for maintaining departmental records and databases.
3. Skill in data gathering and information compilation for statistical reporting.
4. Ability to work independently and innovatively in a variety of situations and be flexible and adaptable to change.
5. Establishing and maintaining effective working relationships with staff, vendors, volunteers, and patrons.
6. Ability to maintain records; and to circulate instructional information according to established procedures.
7. Facilitating the delivery of high-quality, customer-focused IT services.
8. Critical thinking and problem solving in meeting the needs of customers.
9. Maintaining and upholding confidentiality and privacy rights.
10. Effective organizational skills, including ability to multitask and manage multiple projects at the same time and adaptability to changing priorities to meet demands of the Library.

Technology Requirements:

- Principles and practices of computer science.



- Writing documentation on systems and procedures for both technical and non-technical audiences.
- Providing onsite and telephone technical support in relation to computer systems, hardware, and software.
- Microsoft Office Suite 2010 to current version (Access, Excel, Outlook, PowerPoint, Word).
- Advanced Sharepoint experience.
- Microsoft Windows system administration processes.
- Methods for providing computer hardware and software support.
- Developing and maintaining a SharePoint farm.
- SharePoint workflows and SharePoint Designer.
- Familiarity with Microsoft Windows Server 2008R2 to current version.

- Various computer programming languages.
- Methods for installing/maintaining PC's, printers, and other computer equipment.
- Methods for installing and maintaining telephone and voicemail systems.
- Telephone system administration functions.
- Methods for troubleshooting hardware, software, and phone system technical issues.
- Customer service standards and procedures.
- Coordinating and performing a variety of systems programming functions.
- Programming desktop/web applications and designing/building databases.
- Building, configuring, installing and repairing computer equipment and peripherals.
- Repairing PC's, printers, scanners, and telephone/voicemail systems.
- Assisting in maintaining networks and performing server administration and maintenance.

Education and Experience:

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

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 occasionally 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.