

IT Specialist 4

DEPARTMENT: Information Technology

GRADE: 64

CLASS CODE: ITSPEC4

FLSA STATUS: Exempt

UNION STATUS: Not Represented

REVISED DATE: January 2022

Summary:

The IT Specialist 4, under limited supervision, develops and maintains Timberland Regional Library (TRL) operating systems, including TRL's Integrated Library System (ILS). Individuals in this position provide database server maintenance and administration, systems programming, network and telecommunications systems support and assistance with third party tools used throughout the District.

Specialty Focus Areas:

ILS & Data Specialist: Manages, coordinates, analyzes, evaluates, configures, tests and maintains the ILS software and related software systems used by staff and public. Coordinates and manages data gathering and display for TRL. Works closely with Content and Access Director to review, develop, and maintain systems with an eye to patron usability and future options.

Network & Infrastructure Specialist: Manages, coordinates, analyzes, evaluates, configures, tests and maintains new and existing infrastructure technologies, hardware, network, and network security for TRL. Plans long term projects related to federal E-Rate funding and internet infrastructure for the district. Works closely with IT Manager to develop and deliver projects.

Reporting Relationships and Teamwork:

The ILS and Data Specialist is supervised by and reports to the Content and Access Director. The Network specialist is supervised by and reports to the IT Manager. All positions are a 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.

For all IT Specialist 4 Positions

1. Provides telephone and on-site technical support to staff and patrons, for hardware, software, and network issues.
2. Serves as liaison, coordinates with and troubleshoots issues between TRL systems and vendors. May serve as TRL project lead for IT-related projects.
3. May participate on local and district-wide committees and perform other duties as assigned or required.

ILS/Data Specialist

1. Serves as main administrative contact, oversees and coordinates, analyzes, evaluates, configures, tests and maintains the ILS software and related software systems used by the staff and public. Monitors and analyzes ILS operations and resolves problems.
2. Performs ILS database maintenance functions, such as deleting withdrawn and missing items and inactive patron records. Writes and maintains documentation on the configuration, administration and maintenance procedures associated with the ILS. Coordinates with the ILS vendor to report, troubleshoot and fix problems and to plan for new features and implement upgrades.
3. Creates and runs ILS vendor-supplied and original statistical and information reports.
4. Coordinates and presents staff training in the use of library computer systems and software.
5. Develops migration and implementation plans between ILS systems or between ILS and related software systems. Works with IT Manager and Content and Access Director to review current ILS contract, requests RFI and RFP, and plans for future needs.
6. Analyzes policies and procedures to develop workflow and ILS software configurations. Assists and advises staff and administration with policy changes that impact the ILS and related systems.
7. Creates, manages, and maintains collection dashboards to assist in branch collection analysis.

Network/Infrastructure Specialist:

1. Research, evaluate and develop strategies for new infrastructure technologies and providers that can improve TRL service efficiency and economy. Plan and implement new infrastructure technologies and retire old in support of the business strategy. Coordinate and monitor vendor relationships and performance on projects, products and services.

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. Monitors and administers web filtering system.
3. Design, acquire, deploy, and maintain LANs, WANs, and WLANs, including network cables, fiber connections, servers, routers, switches, wireless controllers, wireless access points, UPSs, and other hardware for all TRL branches, service points, and administrative service center.
4. Selects network technology and hardware including routers, switches, firewalls, proxy servers, and security/virus filters necessary to support the continued growth and health of the District's technology systems.
5. Plans and prepares technology budgets by providing estimates for needs and resources. Works closely with E-Rate consultant to plan, provide documentation, and manage E-Rate eligible RFPs and purchasing.
6. Serves as main administrative contact with vendors and maintains, diagnoses and repairs telephone and voicemail systems; diagnoses and replaces telecommunications system components as necessary. Installs and configures new and existing phone lines and voicemail boxes; conducts system evaluations and upgrades as required.
7. Serves as main administrative contact with vendors and supports the design, maintenance, and updates to the District's intranet and website.
8. Aids in the development of system configurations, server placements, and installation plans. Assists the IT Manager with server administration, maintenance, and backup duties and recovery plan; helping to evaluate server usage and performance issues and troubleshoot server hardware and software problems.
9. 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.

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 and lead 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.

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 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:

All Specialists:

- Microsoft Office Suite 2010 to current version (Access, Excel, Outlook, PowerPoint and Word).
- SharePoint maintenance and design experience.
- Ability to navigate, search and use basic mobile device applications.

ILS/Data Specialist:

- Two to four years' of progressively responsible work experience with an ILS (integrated library management systems), preferably SirsiDynix products.
- Minimum of two years of experience using Tableau, Power BI, or other statistical display software to relay key data to patrons and staff.
- Minimum 1 year of training experience.

Network/Infrastructure Specialist:

- Two to four years of progressively responsible experience working with voice and data communications systems in large, centralized work environment.
- Minimum of 2 years' network configuration and administration using Microsoft and Cisco technologies.
- Infrastructure Certification (e.g., Microsoft, Cisco) preferred.

Education and Experience:

Bachelor's Degree in Computer Science or related field, and four to five years technical support experience; OR an equivalent combination of education and experience that provides the knowledge, skills, and abilities to perform the duties and responsibilities of the classification.

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 the job, meetings and related job sites.
- Must pass and maintain a criminal background check.
- The ability to work early mornings, late 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 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.