

LIBRARY Information Technology Specialist II- PART TIME Technical Services LIBRARY

An employee in this class performs specialized paraprofessional work requiring the application of current information technologies. He/she demonstrates an enthusiastic, self-reliant and self-starting approach to job responsibilities, exercising good judgment in interpreting and applying library and county policies and regulations. Maintains accountability and a high level of courtesy and tact when dealing with the public. Assigned duties will vary according to the specific needs of the library and division of the workload. While an employee in this class may work unsupervised according to scheduling and upon occasion, overall supervision will come from the Adult Services Librarian and Library Director, as well as good working relationship with the County IT office.

This position will provide IT support to all three Caldwell County Public Library branches, supporting staff computers and public access machines.

Examples of (but not limited to) Duties Performed /Technical Services

- *Troubleshoot and resolve hardware and software issues related to the library's computer equipment, applications, peripherals, and networking.
- * Provide front-line telephone, ticket, and email support from a central location.
- *Some in-person support and project work in the field, such as deploying new computers, maintaining and repairing existing computers, and assisting library staff with larger technical problems.
- *Maintains library software packages.
- *Develops and maintains Library IT related vendor relationships.
- *Provides user training and occasional instruction to the public.
- *Assists with library web presence.
- *Acts as liaison to the Caldwell County Information Technology Department.
- *Assist Library Director with E-Rate grant applications and related documentation.
- *Performs related duties as assigned.

Knowledge, Skills & Abilities

- *General knowledge of the principles and practices of library science including experience and above average familiarity with computer technologies.
- *Ability to follow a new or established procedure and to perform work requiring accuracy and detail.
- *Ability to produce and maintain records and reports.
- *Ability to explain and use library tools and resources.
- *Ability to establish and maintain effective working relationships with library personnel, patrons and vendors.
- *Ability to learn new software applications quickly.

*Must be able to work and travel from one branch to another and out of county for occasional workshops.

*Extensive knowledge of Evergreen ILS system highly desirable.

*Knowledge of Public PC Reservation System, Cybrarian, highly desirable.

*Basic understanding of A/V support

*Understanding of inventory management

Physical Requirements

Sufficient strength, agility, visual acuity and verbal capability to perform the core requirements of the position which can require operating a variety of machinery and equipment and the ability to exert up to fifty pounds of force to lift and/or move objects.

Minimum Education and Training

Associate degree or two years of college-level course work in an applicable field with experience in library work required; or an equivalent combination of training and experience which provides the required skills, knowledge and abilities. Bachelor's Degree highly preferred.