

IT Specialist / Job Description

20 hours per week

Description: The IT Specialist manages the library's technology by keeping patron and staff computers secure, usable, and up-to-date. The IT Specialist is responsible for the operation and security of the library's wireless and wired networks. The IT Specialist should be a team player with the ability to accommodate a wide range of technology users. All library employees are dedicated to the philosophy of public library service, including the values of patron privacy, intellectual freedom, and inclusion. Reports to the Library Director.

Responsibilities:

Manages Library's computer hardware and network

- Oversees the library's fiber optic network
- Develops procedures and schedules for system back-ups as needed
- Ensures all computers print seamlessly and reliably
- Monitors network security
- Purchases, installs, repairs, and removes equipment as needed
- Diagnoses and troubleshoots hardware and software problems
- Assists in the use and management of library technologies including our 3D printer, surveillance system, video conferencing, AV equipment, microfilm reader, door counter, e-readers, tablets, and other library equipment and software
- Oversees instruction in new library technologies for staff
- Coordinates with offsite vendors

Manages software for patrons and staff

- Installs, purchases, and updates software as needed
- Responsible for password management throughout library's systems and accounts
- Assists senior library staff in the management of the Integrated Library System (ILS)

Plans for the long-term health and growth of library technology

- Manages technology plan, performs inventory, and adheres to annual technology budget
- Increases usage of library technology through information and instruction
- Makes suggestions for technology budgets, practices and operations
- Recruits, trains, and supervises volunteers as necessary
- Attends staff meetings
- Attends conferences and workshops
- Reports problems to the Library Director and/or Assistant Library Director

Knowledge, Skills & Abilities Required:

- Expertise in computer networks, hardware, and telecommunications systems
- Knowledge of Microsoft Windows operating systems, Microsoft Office, and effective anti-virus programs
- Knowledge of library specific software solutions including print management, patron computer security software, and patron session management software
- Effective communication skills, both oral and written
- Genuine enthusiasm for working with and learning about emerging library technologies and trends

Minimum Qualifications:

- Associates' Degree in computer science or equivalent combination of education and experience
- One year of work experience in a related field

