

Job Description

Support Services IT Assistant

Job Title---Support Services IT Assistant

Reports to—Support Services Manager

Position Summary

The Support Services IT assistant works with the Support Services staff in providing IT assistance for all locations and service points of the Madison County Public Library. Duties include helping customers and staff with computer issues and troubleshooting hardware and software malfunctions. This person will help provide technical support for all computer software and hardware, including system hardware, software, and connectivity. This person will help maintain the library's website. Other duties may be assigned by the Director or Support Services manager on a temporary or permanent basis. All of the duties listed below are essential job functions for which reasonable accommodations will be made.

Essential Activities

- Helps monitor all system functions and helps maintain all technology equipment.
- Performs or acquires necessary maintenance on computers and technology equipment and keeps a log that identifies those repairs.
- Provides IT support to Library users and staff
- Performs/assists with updates/ maintenance/ repair on
 - Computers
 - Peripherals
 - Network components
 - Closed Circuit cameras
 - Library-On-the-GO system
 - Third party software (i.e. SAM and Workflows)
- Assist with website/ web services updates
- Perform circulation clerk duties to support front desk staff as necessary.
- Provide support to courier services.
- Assists the Support Services manager in writing reports, tracking inventory, evaluating new technologies, and developing contingency plans in case of network failure.
- May also work in other technological specialties, such as Web design or Internet security.
- Maintains a pleasant atmosphere when dealing with customers in person or on the phone.
- Interprets the Library's policies and procedures to the public in a customer-friendly manner.
- Maintains good relations with the public and other library staff; communicates effectively, courteously and tactfully.
- Assists with the design and implementation of future technology needs for the library.
- Performs other duties as required.

Knowledge, Skills and Abilities

- Intermediate knowledge of Microsoft OS, basic HTML, and basic networking
- Ability to travel to both library locations, LOTG locations, and bookmobile stops as necessary for IT related issues
- Willingness to undergo additional formal and on-the-job IT training
- Ability to interact tactfully and effectively with the public and other staff members
- Effective verbal and written communication skills
- Ability to understand and translate technical language

- Knowledge of current software applications for computer use, library automation, connectivity, and website creation and maintenance
- Ability to read
- Ability to operate and repair computers, network equipment, peripherals, AV equipment
- Ability to learn and understand library policies and procedures
- Ability to maintain confidentiality of library user records
- Ability to plan, organize and coordinate work

Physical Characteristics

- Sufficient powers of speech, hearing or other common capabilities, with or without reasonable accommodations, to enable the employee to communicate effectively
- Sufficient vision or other powers of observation, with or without reasonable accommodations, to enable the employee to review a wide variety of materials in both electronic and print format
- Sufficient manual dexterity, with or without reasonable accommodations, to enable the employee to function in a general office environment
- Ability to reach above the head and below the knee to retrieve shelved items
- Ability to pull and push book truck of up to 50 pounds and lifting up to 10 pounds
- Mobility necessary to assist customers
- Ability to lift and handle of books and materials
- Ability to pack and unpack boxes

Other Characteristics

- GED or High School Diploma required, college preferred, computer training a necessity. IT experience preferred.
- Maintain a good driving record and a valid Kentucky driver's license

Work Devices

- Computer, bar code scanner, scanner, other peripherals
- eReaders
- Multi-line Telephone
- Cash register
- Book cart
- Copy machine
- Fax machine
- AV equipment
- Other general office equipment

Work Environment—

- Inside work environment with occasional outside work
- The probability of a significant amount of driving time
- Climate-controlled
- Exposure to dust and mold
- Exposure to noise
- Barrier-free building
- Exposure to varieties of temperature
- Exposure to chemicals
- Exposure to electricity
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This is a 20 hour a week position. The changing nature of this job means that this description may be amended at any time.