

ALBANY COUNTY PUBLIC LIBRARY NETWORK LEAD TECHNICIAN JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES: The Lead Technician is responsible for maintaining library information technology and managing some technology purchasing.

DISTINGUISHING FEATURES OF THE POSITION: Installs, modifies, and makes minor repairs to computer hardware and software systems, maintains network and telephone system, provides technical assistance and training to system users (i.e. staff and patrons). Purchases, receives, and sets up computer equipment. Reports to designated supervisor and works closely with all library departments and branches (Centennial and Rock River), the Albany County IT department, and the WYLD consortium. County IT provides framework, guidance, and structure for library IT.

EXAMPLES OF SPECIFIC DUTIES:

- Installs new computer workstations. Replaces and upgrades hardware and parts.
- Installs new software packages, patches, upgrades, and expansions.
- Maintains network profiles and permissions.
- Manages library telephone system, including voice mail boxes and library messages, and trains others in its use.
- Troubleshoots hardware, such as, but not limited to, uninterruptible power supplies, video camera, scanner, projectors, laptops, sound equipment, printers, keyboards, mice, and networking equipment.
- Troubleshoots software, including TCP/IP network configurations, web browsers, Microsoft Office products, security software, and network security applications.
- Updates, maintains, trains, and troubleshoots web based programs such as timesheet and Web 2.0 applications.
- Writes instructions for staff and public on using computer systems.
- Maintains knowledge base of issues and solutions for technology-related issues in the library.
- Assists in maintaining library server under the direction of County IT.
- Collaborates in web site design and content, trains staff in web page updates.
- Recommends computer equipment purchases or makes purchases.
- Participates in the investigation and selection of an RFID system.
- Resolves product issues with vendors, including Albany County IT, and follows up on any continuing problems, including getting replacement parts and repair service.
- Understands basic Sirsi-Dynix connectivity.
- Helps with keeping the technology plan current.
- Monitors bandwidth every six months and reports on adequacy.
- Explores new software and developments in the IT industry, and implements changes and updates in accordance with current best practices.
- Updates skills on the following:
 - Current versions of library operating systems.
 - Current versions of computer management and protection software, including the following:
 - Security
 - Disk protection
 - Website administration
 - Public profile management
 - Administrative tools for servers and clients
 - Other duties as assigned

EXAMPLES OF GENERAL RESPONSIBILITIES:

- Knows and follows library policy and procedures.
- Must be able to learn and meet the minimal computer competencies for staff email, phone, timesheet and calendar programs and can operate and troubleshoot technology/software.
- Knows and follows safety procedures, pointing out problems and keeping equipment in satisfactory condition.
- Keeps informed on library issues: attends staff meetings.
- Keeps skills current and growing: attends required trainings, actively seeks opportunities to learn new things.
- Contributes to library decision-making.
- Works well with others, including patrons, volunteers, and fellow staff.
- Is flexible, has a good sense of humor about the irritations of daily work life, and respects the feelings and needs of co-workers.
- Understands that change and evolving library procedures are constants in library work.
- Is sensitive to patron privacy, and advocates for intellectual freedom and freedom of access issues.
- Is committed to public service values: is patient and helpful with all patrons and staff; values patron satisfaction above library rules.
- Is a good office citizen: submits hours weekly, keeps work and break area clean, responds to emails and requests promptly, has a positive attitude.
- Expects to be photographed for publication in newsletters, Facebook, and the library's web page.
- Other duties as assigned.

REQUIRED KNOWLEDGE OR SKILLS:

- Communicates effectively and makes prompt and accurate decisions in dealing with problems.
- Can explain complex ideas in layman's terms.
- Works effectively in situations with frequent interruptions.
- Can troubleshoot common computer hardware, network, and software malfunctions and errors.
- Knows Microsoft Windows.
- Knows TCP/IP networking.
- Knows Windows Server 2003 and 2008.
- Knows Microsoft Office Suite and open office software.

PREFERRED KNOWLEDGE:

- Experience with corporate anti-virus software.
- Experience with DOS batch files or Perl scripting.

SCHEDULE: Must be able to work a flexible schedule, including evenings or weekends if required.

REQUIRED EXPERIENCE AND TRAINING: A minimum of an associate degree in computer science, management information systems, or related field **or** two years equivalent experience in computer and network maintenance and technical support.

PREFERRED EXPERIENCE: Previous experience managing a business network. Library experience or ongoing studies in a computer related field.

WYLD COMPETENCIES: Must be able to meet basic competencies in six months.

PHYSICAL REQUIREMENTS: Minimal physical effort is required to perform duties under typical office conditions. Frequently required to stand, walk, sit, speak, hear, and use hands to operate office/computer equipment and reach with hands and arms. Must be able to read routine and complex documents and use a computer. Must be able to carry fifty pounds.

DRIVING REQUIREMENTS: Must have a valid driver's license, a good driving record, and be able to meet the driver policy requirements (no major violations in the past five years, including DUI, reckless driving, leaving the scene of an accident, or homicide with a vehicle). Documentation required before hiring is complete.

SCREENING REQUIREMENTS: A background check and or a psychological evaluation will be required before hiring is complete.

WAGE AND BENEFITS: Employees are paid on the last working weekday of the month. The library does not pay overtime. The position is probationary for six months and non-probationary afterwards.

POSITION CLASSIFICATION: Network Lead Technician; Exempt

Wage: \$ 34,948.68

Hours: 40 hours per week

Sick: 8 hours a month, up to a maximum of 240 hours

Vacation: 1.54 hours a week up to a total of 96 hours

Holidays: FY12: July 4, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Easter, for those scheduled to work

Retirement: Wyoming Retirement System
Individual contributes 7.00% and employer 7.12%
Employee Paid Wyoming Deferred Compensation available

Insurance: Employee paid life, dental and vision insurance is available. Employer paid individual health insurance. Employee may pay for coverage for spouse and/or family. Health Savings or Flexible Spending Accounts are available.