

Personnel: Job Description –**Technology Specialist**

Approved By: Board

Date: 2/13/17; 7/2023

Goal: To manage and provide technical support and training for the library network, network security, servers, desktops, laptops, peripheral equipment and other technology required for library operations and patron services.

Reports to: Library Director

Non-Exempt position. Full or part-time, including some evenings and weekends

Minimum Qualifications:

- Bachelor's degree in Computer Information Systems or related field, or professional certification and equivalent experience
- Must be able to pass a criminal background check.
- Experience with Windows server administration and IT Management.
- Experience working with RAID storage, Office 365, Active Directory, and Database Administration
- In-depth understanding of network security and management
- Advanced hardware/software troubleshooting ability
- High level of dependability and willingness to accept responsibility
- A positive attitude and excellent verbal and written communication skills
- Ability to handle multiple tasks concurrently
- Ability to work both independently and as a team member
- Willingness to learn new technologies and techniques
- High level of analytical and problem-solving skills

Preferred Knowledge and Skills:

- Basic syntax skills with SQL, ASP, PHP, Visual Basic, C#, XML and HTML
- Experience with Linux, MySQL, Apache and Squid
- Experience with server virtualization

Essential Duties and Responsibilities:

- Manage informational databases, communicating with technology vendors, contractors and help desks as needed
- Maintain communication and a positive working relationship with CLEVNET.
- Manage the library website
- Coordinate and oversee the library social networking initiatives
- Establish disaster backup and recovery procedures
- Install, maintain, troubleshoot, and upgrade hardware and software for all staff and public networks, including, but not limited to, computers, servers, communications equipment, telephones, cables, and connectors, timeclocks, security cameras, and UAN (fiscal) system.
- Ensure that software licenses are expanded, renewed, and updated when necessary.
- Connect personal computers and network equipment to existing data networks, maintain network diagrams, circuit records and trouble logs
- Instruct staff in the use of computer software and technology
- Install, maintain, troubleshoot, and upgrade hardware and software for MakerSpace equipment and technology.
- Generate appropriate curriculum and facilitate one on one and group instruction for patrons on use of MakerSpace equipment and advanced technologies.
- Arrange with Library Director for off site and on-site repair of library computers
- Stay abreast of new technology and make recommendations for hardware, software and library service upgrades and keep inventory of hardware and software additions and withdrawals
- Attend professional development training and meetings to remain abreast of emerging technologies

- Monitor changing technologies and respond to new opportunities
- Assist with technology budget and strategic planning
- Other duties as required

Effort Required:

- Prolonged sitting
- Strength and agility to move computer hardware, load paper, and connect peripherals.
- Frequent lifting and carrying of small loads such as book totes, boxes of computer paper, and other related technology equipment and components up to 50 lbs
- Manual dexterity to handle computer keyboards, storage devices, etc. and ability to help patrons with various disabilities
- Ability to work with frequent interruptions
- Ability to travel off site to obtain supplies, visit other libraries, and attend meetings, etc.