

INFORMATION TECHNOLOGY SUPPORT TECHNICIAN

DEPARTMENT: IT Services

DATE: September 2017

REPORTS TO: Dept. Head, IT Services

CLASSIFICATION: Non-Exempt

PAY GRADE: 10

Objective:

Assists in maintaining a secure, reliable network; managing hardware and software; and providing support to contracted vendors directly supporting patrons and staff for a seamless technology experience.

Essential Duties:

1. Assists in installing, upgrading, securing, monitoring, and troubleshooting the library's wired and WiFi networks, domains, firewall (including Internet filtering), servers, switches, routers, cabling, telecommunications, data storage and security.
2. Assists in administrating the library servers, including but not limited to: DNS, DHCP, Domain/SSL registration and setup, the firewall server, the file server, the printing server, the public computer management server, etc.
3. Assists in managing the setup, maintenance, and deletion of library staff members' computer accounts, user groups, and security groups. Understand and enforce the library's policies and procedures, safeguarding confidential and restricted information against unauthorized internal or external access.
4. Sets up and monitors library data and server image backup.
5. Installs, upgrades, and troubleshoots networked equipment and client devices. Restores client computers via imaging, whenever appropriate.
6. Assists vendors from the network perspective on installation, maintenance, monitoring, and troubleshooting of various networked equipment, including but not limited to: the library automation system, AMH, RFID, self-check machines, video security system, the network and telephone switches/routers, photocopiers, printers, scanners, cameras, and other equipment.

Other Duties:

1. Compiles and updates an inventory of networked equipment and client devices.
2. Maintains technical documentations and update procedures for network operations.
3. Maintains awareness of current technology trends via active participation in continuing education. Collaborates with the Head of IT Services and other staff to constantly improve backend IT support and develop strategies for achieving public service goals.
4. Trains other IT backend staff as backup to ensure the best possible technical support.

5. Performs other duties as assigned.

Knowledge, Skills, and Abilities

1. Knowledge of computer network, switches and routers.
2. Knowledge of Windows server operating system, DNS, DHCP, Active Directory, group policy, and Wi-Fi system.
3. Knowledge of data backup and recovery.
4. Experience with installation, upgrading, and troubleshooting computer hardware, software and peripherals.
5. Ability to work and communicate effectively with public and staff. Maintain composure in difficult situations.
6. Ability to handle multiple tasks, set priorities, follow through tasks to completion, and meet deadlines.
7. Ability to work after hours and on weekends to deploy/upgrade the library network/system, and to handle network/system emergencies.
8. Physical ability and manual dexterity to operate computer keyboard, telephone, and other office equipment, read computer screens.
9. Ability to reach, bend, and lift.

Minimum Qualifications:

Qualifications: Certificate or college degree in a library or technical discipline is preferred along with completed (or significant progress in) A+ certification and network+ certification.

Available for on-call IT network/system emergencies during library operation hours, including evenings and weekends.

Access to transportation required.

The Addison Public Library is committed to providing excellent service to its community. Staff members are expected to interact with patrons and staff with courtesy and respect.

Subject to change without prior notification.

Every effort has been made to ensure the accuracy and thoroughness of this job description. However, some circumstances are difficult to predict. As a result, employees may be asked to perform other related functions in support of the library mission or its needs.