



Position Title: Library IT Support Specialist
FLSA Status: Non-exempt, Full-time
Reports To: Library IT Systems Administrator
Grade: 14 (\$34,407.76 - \$56,772.80)

Summary of Position: Under the direct supervision of the IT Systems Administrator, the Library IT Support Specialist is responsible for the installation, preventative maintenance, and repair of all library computers and their peripherals, servers, and miscellaneous office equipment. Will assume responsibilities for the library's network in the absence of the systems administrator. In addition, the position performs on-call computer help desk duties for library staff and patrons involving library computer hardware, software applications, and office equipment. Active participation in the implementation of the library's Strategic Plan as it relates to their job description is expected of all employees of the Pittsylvania County Public Library system. Employees are expected to set and accomplish goals for job performance annually as part of the Strategic Plan and the performance evaluation system.

Essential Functions: *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Installs and configures computer and server hardware and software in both physical and virtual environments. Performs tasks related to server maintenance as well as other tasks related to the maintenance of the library's information technology network. Establishes a schedule of maintenance and upgrade tasks.
- Cleans, inspects, and evaluates problem equipment. Performs necessary repairs and maintains a log of computer-related problems. Trouble-shoots and maintains library network configurations and equipment. Establishes a workable priority of tasks to resolve problems efficiently.
- Instructs and assists staff and patrons in the use of computer equipment, other office equipment, and applications when necessary or requested. On call for job-related assistance as long as the library is open to the public.

- Responsible for maintaining an inventory of information technology hardware and software. Generates monthly statistical reports and other statistical reports as needed.
- Circulation desk duties as requested; works in other branches as requested. Attends workshops and conferences as appropriate to maintain and expand technical skills.
- Performs other duties as assigned.

Required Knowledge and Skill:

- Strong knowledge of personal computers and devices including tablets, e-readers, and smartphones.
- Knowledge of the internet, computer operating systems and networking, and software used in the library.
- Knowledge and ability to install, maintain, and configure servers in both physical and virtual environments.
- Knowledge of how to install and maintain CISCO networking equipment.
- Knowledge of library procedures, methods, practices, equipment, and techniques.
- Knowledge of computer applications specific to the library system.
- Knowledge of office procedures and records maintenance techniques.
- Skill in use of all library equipment, materials, and resources.
- Ability to set up computers and peripherals.

Ability to install software.

- Ability to troubleshoot hardware and software problems.
- Ability to provide excellent customer service: project a positive image of the library and County while interacting with external and internal customers and co-workers. Respond to inquiries, complaints, and customer interaction responsibly, respectfully, and honestly, while consistently adhering to the tenets of the library's and County's customer service expectations.
- Ability to communicate: communicate verbally and in writing clearly and understandably. Treat others with respect. Take actions that demonstrate consideration for the feelings and needs of others. Listen attentively and receive feedback. Negotiate to find common ground. Resolve conflict and provide honest, helpful feedback.
- Ability to work independently or as part of a team: readily give and receive help; share ideas, knowledge, and experience in collaboration with others to achieve common goals. Create shared purpose and promote teamwork among co-workers by accepting suggestions of improvement and carrying a fair share of responsibility and workload. Look for opportunities to help others achieve success. Identify opportunities for efficiencies in operations and procedures.
- Ability demonstrate personal accountability: meet deadlines and standards for quality and quantity of work. Be reliable and professional. Seek opportunities for learning and self-development. Build trust by following through on commitments and acting ethically. Maintain confidentiality of information. Accept, support, and help implement change.
- Ability to interact with a diverse population: demonstrate understanding of the impact of personal behavior in creating an inclusive and respectful workplace. Respond respectfully and

effectively to people of all cultures, classes, races, ethnic backgrounds, ages, lifestyles, abilities, experiences, and religions. Seek opportunities to create an inclusive work environment.

Education and Experience

Bachelor's degree from an accredited college or university with significant and appropriate coursework in computer technology, or an associate's degree in information systems technology, or related subject, preferably with portfolio. Network experience desired. Public service experience desired.

Environmental Factors and Conditions/Physical Conditions:

This work requires the regular exertion of up to 10 pounds of force, frequent exertion of up to 25 pounds of force, and occasional exertion of up to 50 pounds of force; work regularly requires speaking or hearing and using hands to finger, handle or feel, frequently requires standing, walking, sitting, reaching with hands and arms and repetitive motions and occasionally requires climbing or balancing, stooping, kneeling, crouching or crawling, pushing or pulling and lifting; work requires close vision, distance vision, ability to adjust focus, depth perception, color perception and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing perception is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to outdoor weather conditions; work is generally in a quiet location (e.g. library, private offices).

Special Requirements

Working hours may include early mornings, evenings and weekends when the library is not open to the public. Work takes place in multiple library locations throughout the county.

This description provides information regarding the essential functions of the designated job, and the general nature and level of work associated with the job. It should not be interpreted to describe all the duties and performance that may be required of employees or be used to limit the nature and extent of assignments an employee may be given. The County reserves the right to modify the job description as deemed appropriate.

SIGNATURE – REVIEW AND COMMENTS

I have read this description and understand the requirements and responsibilities of the position.

Signature of Employee

Date

Signature/Job Title of Supervisor

Date

Comments: _____
