
JOB DESCRIPTION

TITLE: Technology Support Specialist	DEPT.: Technology
REPORTS TO: Technology (Asst) Manager	CLASSIFICATION: Non-Exempt

Objective:

Provides hardware and software support to staff and visitors as a team member of the Technology Department. Also provides excellent customer service and technology assistance to library visitors at public service desks.

Duties:

1. Provides reliable and accurate reference and readers' advisory assistance to members in person, on the telephone, or electronically. Instructs and assists member in the use of the library resources and technologies.
2. Provides positive front-line interactions with members in person, on the telephone using library resources.
3. Schedules member appointments for use of computer equipment and study rooms.
4. Develops and facilitates educational and recreational programs and services, including system wide programs and services. Prepares presenter contracts.
5. Develops and conducts staff technology training and creates instructional materials.
6. Troubleshoots and supports staff on library technologies, including hardware, software, audio-visual equipment, printers and copiers, and Library websites. Monitors, responds to, and documents support requests in ticketing system.
7. Performs day-to-day operations and tasks for Library networks, hardware, software, phone system, digital communication platforms, and other technologies.
8. Creates, maintains, and shares clear and comprehensive technical documentation.
9. Configures, installs, maintains, and evaluates new hardware and software.
10. Researches, tests, and recommends equipment and technologies. Submits purchase orders for equipment, peripherals, and supplies.
11. Works closely with contracted vendors, including managed IT services provider and integrated library system provider, to ensure successful delivery of services. Communicates Library goals and service needs to vendors.
12. Participates in continuing education through library provided training, reading, and workshops. Shares information learned.
13. Serves on library and community committees as assigned.
14. Creates reports, surveys, manuals, and other informational and statistical data. Maintains inventory of library equipment and supplies.
15. Performs other duties as assigned.

Minimum Qualifications:Education:

Two years of college level coursework, Associates Degree, LTA certificate, or equivalent.

Experience:

Two years related experience in a comparable business, organization, or library. Fluency in written and spoken Spanish or other language commonly spoken in the district preferred.

Knowledge, Skills, & Abilities:

- Ability to manage multiple tasks with efficiency, skill, accuracy and appropriate speed
- Ability to work collaboratively as a member of a team with colleagues and managers
- Communicates effectively in English, both orally and in writing
- Ability to read and understand written information and instructions
- Ability to empathize and relate to others' needs
- Ability to provide excellent customer service at all times with members and staff
- Proficiency in the use of email and computer technology
- Attention to detail
- Ability to use good judgment following procedures in support of library policies
- Ability to remain calm under pressure
- Ability to exercise initiative and to make appropriate independent decisions
- Knowledge of Windows and MS Office
- Demonstrates ease and comfort with emerging technologies
- Experience with integrated library systems (Polaris preferred)
- Ability to successfully search library catalogs and research databases
- Experience with or ability to learn Adobe Creative Suite
- Ability to diagnose and resolve problems with computers and peripherals
- Knowledge of Apple OS and Apple productivity and creativity apps
- Familiarity with makerspace equipment (e.g. 3D printers, laser cutters, sewing machines, etc.) and related software
- Ability to learn website content management software

Supervisory Responsibility:

None.

Physical Requirements:

- speaking, hearing, vision, and manual dexterity sufficient to adequately perform the job
- ability to push/pull up to 100 pounds and lift or move up to 25 pounds occasionally
- prolonged sitting and repetitive keyboard use

Working Conditions:

Work is performed in a typical library environment. Must have valid driver's license and proof of auto insurance or have the ability to arrange own transportation between Main library, branches, and other locations as needed.