Washington County Public Library System

POSITION SPECIFICATION

TITLE: IT Coordinator   PAY GRADE: 5/6

REPORTS TO: Library Director   HOURS/WEEK: 35

Summary Description: The incumbent of this position is responsible for overseeing the installation, maintenance, and operation of all technology at the library including, but not limited to, workstations, servers, printers, scanners, handheld digital devices, VoIP phone system, and software. In addition, she/he is responsible for staff training on the technologies used in the library, as well as, developing and teaching technology classes to patrons.

Knowledge and Skill Sets:

♦ High degree of analytical abilities, diagnostic skills, and technical aptitude.

♦ Strong familiarity with Windows 10 including installation, maintenance, and troubleshooting.

♦ Knowledge of other operating systems including, Windows Server 2008 r2, Windows Server 2012, Windows XP, Windows 7, Android, iOS, and macOS.

♦ Working knowledge of virtual machines.

♦ A good understanding of Active Directory and group policies.

♦ Ability to upgrade, troubleshoot, and perform basic repairs on PCs.

♦ Ability to set up, maintain, and troubleshoot printers.

♦ Strong networking skills including setting up and troubleshooting switches, routers and Wi-Fi access points. Should also be able to run and terminate Ethernet cables.

♦ A strong familiarity with Microsoft Office (Access, Excel, Word, PowerPoint, and Outlook) including installation, troubleshooting, and usage.

♦ A good understanding of the operation, installation, and troubleshooting of tablets, smartphones, scanners, mobile access points, smart TVs, security systems, fax machines, and postage meters.

♦ A good understanding of on-premise VoIP including maintenance and troubleshooting.

♦ Knowledge of basic HTML and web design.

♦ A good understanding of cybersecurity in a mixed environment of privately and

publicly accessible systems including the ability to install, manage, and troubleshoot end-point protection software.

♦ Be able to provide phone support to staff and patrons.

♦ Ability to do technical writing for non-technical people.

♦ Good teaching skills with the ability to explain technical ideas in non-technical terms to staff and patrons in a classroom setting or one-on-one.

♦ Ability to research, evaluate, and oversee purchases of new technologies.

♦ Good organizational and management skills with the ability to set priorities and manage multiple projects concurrently.

♦ Need to be self-motivated and able to work independently.

♦ Good verbal and written communication skills.

♦ Good research skills for finding solutions to hardware and software problems.

♦ The ability to work well with a diverse group of people.

Minimum Qualifications:

Required: Combination of vocational or college-level classes and/or work experience that provides sufficient knowledge to fulfill the listed hardware, software, communication, and management skills.

Desired: A degree in computer science or information technology, or at least four (4) years of directly related work experience. Technical certifications are a plus.

Typical Physical Requirements:

General physical: Frequent sitting, standing, bending, walking, lifting, and carrying.
Eye-hand coordination: Required to handle and process materials.
Finger dexterity: Frequent data entry and keyboard operations.
Vision: Good vision (adequate to read normal book and magazine print) is necessary due to frequent exposure to VDTs (video display terminals).
Speech: Converses verbally with other staff, patrons, and vendors frequently.
Hearing: Essential to communicate with staff and patrons.
Lifting: Up to 20 pounds frequently and up to 40 pounds occasionally.

ADA Statement:

The Washington County Public Library will make reasonable accommodations to disabled applicants or staff according to the provisions of the US Americans With Disabilities Act (ADA).

Must possess a valid driver's license.

Must be available to be on-call during off hours.