



Part-Time Technology Specialist

Grade 5 – Professional I

FLSA Non-Exempt

Base Pay: \$14/hr

25 hours per week

The Technology Specialist is an energetic, customer friendly, and highly motivated position which provides support for NPL's technology.

This position maintains technical support of the library's hardware, software and peripherals for customers and staff.

ESSENTIAL FUNCTIONS

- Provides rapid response to performance issues.
- Performs daily, weekly, monthly, quarterly and annual upgrades, installations and maintenance.
- Maintains documentation, instructions and solutions.

AREAS OF ACCOUNTABILITY AND PERFORMANCE

- Responds to software problem calls onsite or over the phone and provides user and troubleshooting training to staff.
- Implements and administers software applications and upgrades while ensuring they continue to meet operational and data management needs.
- Engages with library staff in order to gather information necessary to troubleshoot and resolve hardware, software, and training issues to ensure end-user productivity.
- Ensures IT issues on Library Intranet and third-party software online ticket systems are entered and updated on a regular basis and that staff are kept informed during process of issue resolution.
- Identifies, analyzes and resolves issues and shares resolutions with staff by developing and updating existing instructional procedures for common IT tasks.
- Works closely with IT consultant in server monitoring and maintenance.
- Maintains fiscal accountability and inventory of all IT resources and coordinates the proper disposal of equipment.
- Participates in evaluating and supporting IT needs and provide recommendations for solutions to meet changing requirements through evaluation of future enhancements.
- Performs other duties and responsibilities as assigned.

KNOWLEDGE AND CRITICAL SKILLS

- Proficient in a Windows environment.
- Proficient in current computing practices, standards, and equipment.
- Knowledge of computer and peripheral networking connectivity technology.

- Demonstrates consistent problem-solving, analytical and critical thinking skills for issue resolution and implements corrective measures.
- Flexibility to simultaneously deal with multiple and unexpected tasks.
- Excellent customer service skills.
- Ability to establish and maintain cooperative working relationships with coworkers, vendors, and customers to interact with them in an effective and courteous manner.
- Ability to work as a team member to accomplish library objectives, accept and adapt to new ideas, concepts, and policies.
- Ability to effectively share knowledge by communicating clearly and concisely, both orally and in writing.
- Ability to work under general supervision with latitude in exercising independent judgment to maximize efficient workflow.
- Ability to follow directions with regards to library policies, procedures and professional practices.
- Dependable, punctual, with good attendance and work habits.
- Ability to maintain confidential information.
- Ability to adapt to a varying work schedule (days, evenings and weekends) and the ability to travel to meetings, workshops and conferences when required.

QUALIFICATIONS

- Must have high school diploma or equivalent
- May have some post-secondary experience
- Must have prior work experience
- May have some library experience (preferred)
- Must have some experience (two years preferred) in computers, networking, information technology, or a related field.

SUPERVISOR

- Assistant Director

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. They are not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.