



INFORMATION TECHNOLOGY SUPPORT SPECIALIST

GENERAL STATEMENT OF RESPONSIBILITIES: The Information Technology Support Specialist is the primary provider of IT support services throughout the library facility. Responsibilities encompass the installation, troubleshooting, maintenance, repair and security of library computers and equipment, networks, and software applications.

SUPERVISOR: This position reports to the Library Director.

PRIMARY SUPERVISORY DUTIES: None.

PAY GRADE AND EXEMPTION: This position will be paid at the pay grade of IT Professional as outlined by the library's Salary Schedule. This is an hourly, non-exempt position.

WORK SCHEDULE: The Information Technology Support Specialist generally works during library open hours. However, early morning, late evening, and weekend hours may be required, dependent on the library's needs. Work may be onsite or performed remotely, as needed.

MINIMUM QUALIFICATIONS: One to three years of full time experience in the field of Information Technology and experience providing support for computer networks and end users is required. Experience with setup, troubleshooting and maintenance of computers and peripheral devices and software in a public use environment is preferred.

EDUCATION AND EXPERIENCE:

- Associates degree in a relevant technology or computer-based field of study.
- One to three years full time experience providing support for IT systems and end-users in a Windows environment, preferably in a public service field.
- Possess one or more of the following: MSCE mid-level certification; CCNA, A+ Certification.

RESPONSIBILITIES AND DUTIES (ILLUSTRATIVE, NOT EXHAUSTIVE):

- Responsible for the routine operation and maintenance of the library's computer systems, networks (including Local Area Networks, Wireless Networks and Virtual Private Networks) and applications.
- Installs hardware and software as required.
- Follows maintenance protocols to ensure systems are secure and operational.
- Documents system performance and program requirements.
- Monitors the library's HVAC controls system and security systems.
- Provides courteous, skillful and expeditious resolution of technology issues.
- Provides support for library audiovisual and automation technology.
- Assists with preparation of training documentation and trains staff in operation of hardware and software.
- Works with the Library Director to recommend technology improvements and assists with development and implementation of the library's technology plan.
- Provides recommendations for policies and procedures related to use of library computer systems and hardware.
- Serves as liaison to vendors and the Pinnacle Library Cooperative for technology related issues as assigned.
- Keeps current on relevant technological procedures, processes, software, and equipment.
- Performs other duties as assigned.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

- Experience with the installation, operation and maintenance of Microsoft PC and Microsoft Networking and Cisco products.
- Familiarity with Windows server systems 2008 and 2012 R2 and Exchange Server 2010-2013.
- Experience with Local Area Networks, Wide Area Networks, Virtual Private Networking and Wireless Networks.
- Experience with common personal computer hardware (including devices and smartphones) and components.
- Proficiency with common productivity software.
- Experience with common network devices including routers, switches and firewalls.
- Experience creating email users, share folders and mail boxes.
- Ability to provide professional, responsive resolution of technical issues to end users.
- Delivers service to end users (both staff and patrons) in a patient, mature and responsive manner.
- Ability to communicate effectively verbally and compose correspondence and reports.
- Demonstrates analytical and problem solving abilities.

- Ability to work independently under general supervision, manage and prioritize multiple tasks and adapt effectively to a fast-paced environment.
- Ability to exercise judgment and discretion.

PHYSICAL REQUIREMENTS:

- Good speaking, hearing and vision ability.
- Ability to lift (up to 100 pounds occasionally), bend and stoop, crawl in tight spaces.

Lemont Public Library is an Equal Opportunity Employer.