

Yakima Valley Libraries Information Technology Technician 2 FLSA: Non-Exempt

Job Purpose and Summary

Follows established procedures to configure, maintain, support, and optimize all hardware, software, and communication links. Designs configurations of installs on a number of servers and maintains backups. Resolves end user hardware and software computer problems in a timely and accurate fashion, and may provide end user training where required. Will uphold the concept of Intellectual Freedom, based on the First and Fourth amendments to the US Constitution, which affords all library users the right to seek and receive information on the subject of one's interest without examination or scrutiny by others.

Supervision Received and Exercised

Receives general supervision from assigned management staff.

Essential Duties and Responsibilities

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Welcomes and serves patrons of the library using high quality customer service practices. This includes: greets customers sincerely, speaks in a friendly manner, welcomes and serves customers without regard to race, color, religion, gender, sexual orientation, national origin, perceived or real disability, age, ancestry, or other characteristics; acknowledges customer's presence as soon as possible, even if occupied; does not communicate any value judgment when interacting with customers, and verifies that customer's needs are met.
2. May at times have unsupervised access to children under the age of 18 or a vulnerable adult or person.
3. Responds to requests for assistance with computer hardware and software sent by Yakima Valley Libraries staff members. Maintains helpdesk records.
4. Provides technical support to library staff by troubleshooting, repairing or replacing broken computers, printers, and other related equipment.
5. Designs configuration of installs, and maintains a number of servers that support various applications and activities throughout the library system.
6. Installs, configures, maintains and troubleshoots end-user workstation hardware, software, and peripheral devices and ensures network connectivity of all workstations.

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7. Responsible for maintenance of current IT equipment.
8. Follows YVL inventory procedures with all equipment.
9. Implements equipment, hardware, and software upgrades as directed.
10. Recommends and implements, as directed.
11. Responsible for backups and network storage.
12. Keeps abreast of technological developments by attending seminars and educational programs and reading periodicals and specialized literature.
13. Attends meetings and participates in various committees, as assigned.
14. Performs other duties as assigned.

Qualifications

1. Associates of Science (or Arts) degree in computer science, information technology, or related field.
2. Two years of support experience, including installation, maintenance and repair of IT software, equipment and backups.
3. In lieu of #1 above, equivalent technical training, education, and/or experience may be substituted.
4. A valid Washington driver's license and normal risk insurability.

Knowledge of:

1. General network connectivity concepts; TCP/IP, basic network troubleshooting; LAN and WAN equipment such as firewalls, switches, routers, VPN Endpoints and Client software.
2. Basic knowledge of Microsoft Active Directory, automated distribution of desktop environment settings using Group Policy, computer disk imaging, and other technology to speed distribution and maintain uniformity of the desktop environment.
3. Network storage, backup and file service.
4. Designing, implementing and maintaining UNIX/Linux and Microsoft Windows operating systems, software and equipment.
5. Exchange, IIS and other Back-Office applications and server environments.

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6. Installation, maintenance, and support for firewalls, routers, switches and related equipment.
7. Integrated Library Systems preferred.
8. English usage, spelling, grammar, and punctuation.
9. Principles and procedures of record keeping.
10. Principles and practices of goal setting and project management.
11. Operating systems currently in use by Yakima Valley Libraries, and of wide and local area networks.
12. Current office methods, equipment, practices and procedures including PC usage. Expert level knowledge of word-processing, spreadsheet, and other office productivity products, report writing, emailing systems, and web-based searching.

Skill in:

1. Excellent interpersonal skills, patience, and a genuine desire to help people with technology challenges.
2. Keyboarding, word processing or entering data at a speed and accuracy level necessary for successful job performance.
3. Developing and maintaining good working relationships.
4. Listening to, understanding and interpreting information received from library customers and library employees.

Ability to:

1. Exhibit high level of initiative, drive to learn and improve; ready, willing, and able to build upon current knowledge and tool set as required in a busy, ever-changing technology environment.
2. Implement library practices and procedures as they relate to various automated systems.
3. Represent Yakima Valley Libraries in a positive, responsive manner to the public, other organizations and agencies, volunteers, and supporters.

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4. Learn and practice the principles of intellectual freedom.
5. Operate, repair, and maintain relevant computer systems and network equipment, including hardware and software.
6. Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.
7. Plan, organize, and effectively manage assigned projects and tasks.
8. Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time.
9. Keep all relevant parties informed of all major issues and to recommend changes as appropriate.
10. Work and communicate effectively with diverse staff in numerous locations in order to accomplish library goals and objectives.
11. Respond to requests for assistance to remedy staff library technology issues after normal library hours.
12. Ability to gain thorough knowledge of Yakima Valley Libraries' policies and procedures.
13. Drive to other sites throughout the Yakima Valley Libraries service area to analyze problems, repair, maintain, and install network equipment and related hardware and software.
14. Obtain and maintain a valid Washington driver's license.
15. Attend work on a regular and dependable basis.

Work Environment and Physical Demands

1. Normally seated, standing or walking at will. Periods of sitting for extended periods of time.
2. May include driving alone up to 120 miles to branches within Yakima Valley Libraries service area.
3. Normal physical activity including some bending, pushing, pulling, and lifting and carrying, which may range up to 50 lbs. upon occasion.

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4. Keyboarding and working at a computer monitor required. Dexterity of hands and fingers to operate a computer keyboard, mouse, tools, and to handle other computer components.
5. Phone usage, reading, speaking, and listening required.
6. Interaction with library customers and other staff members will be necessary to provide information, support library programs or resolve situations or problems.

Signature

Date