

The job description below is not intended to describe, in detail, the multitude of tasks that may be assigned, but rather to give a general sense of the responsibilities and expectations of this position. Bucks County Free Library reserves the right to modify this job description at any time with or without notice.



**Bucks County Free Library
Job Description**

Job Title: Help Desk Specialist
Job Level: Level 2 (no MLS) and Level 3 (MLS)
Department: Information Technology
Reports To: IT Manager
Date Prepared: April 2017
Approved By: Chief Executive Officer

POSITION SUMMARY: Offers direct consultation and technical expertise to library users in the daily support of computer hardware, mobile devices, software applications, and other equipment. Installs, maintains, and troubleshoots library user's equipment. Provides one-on-one instruction and guidance to end users to resolve complex problems, ensuring customer satisfaction. Provides programming for staff and library users. Works with a direct supervisor, management team members, and staff to ensure that activities and outcomes meet county wide operational and strategic goals, as well as customer service standards. Serves as Assistant Library Manager as assigned. Performs all duties of a Technical Support Specialist. This is an FLSA exempt position.

MINIMUM EDUCATION AND EXPERIENCE:

- Requires an associate's degree or two years of college
- CompTIA A+ certification desired
- One year experience working with computer hardware and software.
- Must have current driver's license, insurance, and own transportation or ability to travel among many library sites.

SCOPE OF RESPONSIBILITY:

Supervisory Responsibility: May guide the work of other staff or volunteers.

Supervision Received: Work is assigned and performed under general supervision with little functional guidance, following established procedures. Situations are routinely referred to a supervisor for assistance and approval.

Customer Satisfaction and Service: Understands and communicates moderately complex information and identifies and resolves routine problems to ensure that customer satisfaction and service are maintained through daily interaction with internal and/or external contacts.

Decision Making Impact: Productivity or actions affect the work of others in the immediate work group or several customers.

Communication: Interaction requires moderate tact and cooperation, i.e. scheduling or coordinating multiple priorities and responding to questions which require some research to provide the correct answer. Level of contact is primarily with library users, co-workers, and supervisors.

Complexity: Work is diversified and moderately complicated, requiring judgment to select options and in applying established practices and procedures. Involves regularly making choices about how to address problems.

Budget Responsibility: Has no responsibility for a budget.

REPRESENTATIVE ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Installs and troubleshoots computer software and repairs peripheral equipment for library users.
- Responds to questions and troubleshoots problems related to computers, mobile phones, and tablets.
- Assists library users in downloading material and information; assists in retrieval, printing, and saving of files.
- Provides one-on-one help with library electronic resources, including specialized tools and databases on the library's website, Internet searching, and office productivity software.
- Plans and conducts demonstrations either individually or as a team member that highlight library or other technology.
- Provides instruction in both one-to-one and program settings.
- Creates promotional or training material using a variety of media, such as slide decks, videos, and webinars.
- Demonstrates library products and programs.
- Creates "how to" training for library customers and staff on library basics.
- Has ability to teach new users computer skills, from beginner basics to advanced items, such as creating music or transferring images from digital cameras.
- Recruits and trains technology volunteers.
- Participates in instruction and training of staff in related areas of responsibility.
- Prepares, promotes, presents, and evaluates in-library programs of all types using a variety of media.
- Tracks, compiles, and submits programming statistics and program evaluation forms.
- Completes Help Desk tickets as required.
- Assists with routine daily operations.
- Coordinates projects and activities with managers, directors, and library staff.
- Provides information and support to supervisors, co-workers, and staff by telephone, e-mail, or in person.

- Works closely with the direct supervisor and library staff to ensure that priorities and deadlines are met within the framework of the library's strategic plan goals, standards, policies, procedures, and guidelines.
- Develops and maintains constructive and cooperative working relationships with senior management, co-workers, staff, community members, and outside groups.
- Participates in planning for library services. Makes recommendations to management for operational improvements and procedural changes.
- Attends and participates in meetings and training sessions. Engages in professional development activities, such as taking continuing education classes and attending or participating in conferences, workshops, professional meetings, and associations.
- Communicates, interprets, and explains the library's goals, standards, policies, procedures, and guidelines to the public. Consults with management regarding the interpretation of policies, regulations, and procedures. Participates in development of library policies and procedures.
- Participates as a member of internal committees or project teams.
- Serves as Assistant Library Manager as assigned.
- Performs all duties of a Technical Support Specialist.
- Assumes other duties and projects as assigned.

REPRESENTATIVE TOOLS & TECHNOLOGY:

Tools:

- Computer tool kits
- Personal computers, laptops, tablets, smart phones and other electronic devices
- Screwdrivers
- Photocopier/scanners
- Barcode readers
- Receipt printers
- Projectors
- Microfiche reader/printers

Technology:

- Wireless access points and controllers, such as Netgear and Meraki
- Print management software, such as Envisionware
- Document management software, such as Adobe Systems Adobe Acrobat software
- Electronic mail software, such as Microsoft Outlook; Gmail
- Internet browser software, such as Chrome; Internet Explorer; Firefox
- Office suite software, such as Microsoft Office; Open Office; Google Docs
- Word processing software, such as Microsoft Word; Open Office; Google Docs
- Presentation software, such as Microsoft PowerPoint; Open Office; Prezi
- Spreadsheet software, such as Microsoft Excel; Open Office; Google Docs
- Microfilm, DVD duplicator, VHS to DVD recorder, film/slide converter

REPRESENTATIVE KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of personal computer hardware, software, personal electronic devices, and library information systems.
- Knowledge of the practical application of technology. This includes applying the principles, techniques, procedures, and equipment to the design and production of goods and services.
- Knowledge of principles and methods for teaching and instructing individuals or groups and how to measure training effectiveness.
- Knowledge and familiarity of Internet resources and their applications
- Knowledge of standard practices for providing customer service in libraries, including needs assessment, meeting quality standards, and evaluating customer satisfaction.
- Knowledge of administrative and clerical office procedures and systems, such as word processing, spreadsheet, and database programs.
- Ability to inspect and test hardware, software, and network equipment to evaluate quality and consistency of performance.
- Knowledge of machines and tools, including design, use, repair, and maintenance.
- Equipment maintenance and repair skills, such as performing routine maintenance, determining what kind of repair is needed and repairing machines or systems.
- Equipment selection and installation skills, including determining what tools and equipment are needed and installing equipment, machines, and wiring.
- Ability to apply critical thinking skills such as logic and inductive or deductive reasoning to analyze problems, identify alternative solutions, and implement plans in support of goals.
- Knowledge of the philosophy and objectives of public library service and the principles and methods used in library system operations.
- Knowledge of the needs and interests of parents, caregivers, and other adults who use library resources and services.
- Knowledge of the principles and processes for showing, promoting, and selling products and services, including marketing strategy and tactics, product demonstration, and sales techniques.
- Active listening skills, such as giving full attention to what others are saying, taking time to understand key points, asking questions, and listening without unnecessary interruption.
- Ability to clearly communicate information and ideas in writing and speaking in English so that others with differing knowledge, skills, abilities, education, and experience will understand.
- Time management skills, including the ability to manage the time of others.
- Ability to adjust actions as needed in relation to others' actions or changing conditions.

COMPETENCIES:

Planning and Scheduling: Develops and implements strategies to produce quality work within the parameters of existing resources and constraints.

Appraising People and Performance: Communicates expectations, monitors performance, and provides timely feedback. Consistently keeps records of all coaching and counseling sessions.

Delegating, Training, and Coaching: Makes sure employees are assigned work that uses their time and talent effectively. Develops employees so they can fulfill current and future job responsibilities.

Communication: Expresses facts and ideas in a clear, convincing, organized, and timely way. Keeps others informed. Stays informed. Listens well.

Problem Solving: Recognizes or anticipates problems and uses experience, knowledge, and analysis to brainstorm and implement effective solutions.

Decision Making and Risk Taking: Exercises good judgment and makes effective, timely decisions, even when information is limited or solutions may involve unpleasant consequences.

Change Management and Innovation: Adjusts effectively and helps others adjust to changes in tasks or the work environment. Develops new insights and applies innovative solutions. Leads change.

Customer Service: Meets and anticipates customer needs. Maintains uncluttered, welcoming spaces.

Project Management and Teamwork: Develops and implements effective project plans and timelines. Functions well as a team leader or member.

Job Knowledge and Skills: Possesses and applies the required functional and technical knowledge and skills to successfully accomplish work and meet goals in all job areas and work unit functions.

PHYSICAL DEMANDS:

Amount of time spent on the following physical activities. Definitions below indicate the frequency of occurrence.

- None – The person does not perform this activity.*
- Occasionally – The person does the activity up to 33% of the time.*
- Frequently – The person does the activity 34% to 66% of the time.*
- Continuously – The person does the activity 67% to 100% of the time.*

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive Hand Motion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching/Working Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing or balancing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stooping, kneeling, crouching or crawling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Does this job require that weight be lifted or force be exerted? Yes No

If so, how much and how often? Check the appropriate boxes below.

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Up to 10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 25 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 lbs. (force exerted)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 lbs. (force exerted)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>