

*The job description below is not intended to describe, in detail, the multitude of tasks that may be assigned, but rather to give the employee 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:** IT Support Technician

**Job Level:** Level 3

**Department Name:** Information Technology

**Reports To:** Information Technology Manager

**Date Prepared:** May 2019

**Approved By:** Chief Executive Officer

**POSITION SUMMARY:** Provides help desk support to 17 libraries using remote desktop software or on site visits. Serves as primary responder to help desk phone line and ticketing system following department guidelines. Supports and maintains performance of library computer systems, desktops and equipment to ensure functionality and security, including configuration and management of Group Policy.

### MINIMUM EDUCATION AND EXPERIENCE:

- Requires an associate's degree or equivalent training or certification.
- 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.
- Required to be on call during off hours as needed or as scheduled.
- Applicant must provide on date of hire the following three required clearances: PA State Police Criminal Record Check; PA Child Abuse History Clearance; and FBI fingerprint-based background check.

### 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 a number of work groups, an entire function or large department or numerous 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, clerical, technical, or public service employees, or 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:**

- Provides help desk support to 17 libraries using remote desktop software or on site visits.
- Troubleshoots and responds to help desk phone line and ticketing system following department guidelines.
- Supports and maintains performance of library computer systems, desktops, and equipment to ensure functionality and security, including configuration and management of Group Policy.
- Performs upgrades and replacement of computer systems following annual replacement schedule, including desktop imaging, troubleshooting, and updates.
- Keeps the computer and device inventory up to date.
- Participates in the on-call, after-hours service rotation.
- Awareness of daily performance of library computer systems and equipment to ensure functionality.
- Monitors computers and network equipment for problems. Maintains awareness and communicates to employees and the public about maintenance, repairs, and upgrades to computers and network equipment.
- Provides information and support to supervisors, co-workers, and staff by telephone, e-mail, or in person. Compiles and prepares statistical and other reports, correspondence, procedures, and information required by management.
- Installs and repairs computer hardware, software, and peripheral equipment, including network equipment, following design or installation specifications.
- Sets up and tests equipment ensuring proper installation of cables, operating systems, or software.
- Maintains thorough help desk records.
- Escalates major hardware and software problems to IT management or vendors.
- Develops training materials and procedures, and provides instruction for library users and staff in the use of equipment and software.
- Prepares evaluations of software and hardware and recommends improvements or upgrades.

- Works closely with the direct supervisor and library employees 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, subordinates, community members, and outside groups.
- Coordinates projects and activities with managers, directors, and library employees.
- 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.
- Participates as a member of internal committees or project teams.
- Participates in planning for library services. Makes recommendations to management for operational improvements and procedural changes.
- Performs all duties of the IT Support Specialist and Help Desk Specialist as assigned.
- Assumes other duties and projects as assigned.

## **REPRESENTATIVE TOOLS & TECHNOLOGY:**

### **Tools and Equipment:**

- Computer tool kits
- Hard disk arrays
- Personal computers, laptops, tablets, smart phones and other electronic devices
- Punch down tools
- Screwdrivers
- Circuit testers
- Tone generators
- Network diagnostic tools, such as Fluke
- Photocopier/scanners
- Barcode readers
- Cash registers
- Receipt printers
- Projectors
- Microfiche and microfilm reader/printers
- 3D Printer and related software
- Button machine
- Vinyl cutter and related software
- Ellison machine
- Cricut
- Laser cutter and related software
- T-shirt press
- Large format copies/printer

### **Technology:**

- Internet directory service software, such as DNS and DHCP.
- Network access and management software, such as Group Policy, Windows 365, Microsoft Active Directory, and Microsoft Exchange.
- Desktop imaging software; Symantec Ghost; Sysprep; Clonezilla; Windows SCCM

- Desktop communications software, such as Net Support; Remote Desktop
- Help Desk/Call Center software, such as Maintenance Connection; Spiceworks
- Operating system event log monitor software; Microsoft Windows Pre-Installation Environment; operating system monitoring software; Windows OS; Mac OS; Microsoft Office
- Scheduling software, such as Full Slate, SignupGenius
- Administration Software, such as PC Sentry; Spiceworks
- Wireless access points and controllers, such as Blue Socket; Netgear; Meraki
- Security and filtering software, such as Checkpoint; Websense; Dan's Guardian
- Print management software, such as Envisionware
- Virtualized desktops, such as XenDesktop
- 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

#### **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 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.
- 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.
- 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.
- Time management skills, including the ability to manage the time of others.
- Social skills. Awareness and understanding of others' reactions.
- 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.
- Ability to inspect and test hardware, software, and network equipment to evaluate quality and consistency of performance.
- Ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble small objects.

- Arm-hand steadiness, or the ability to keep the hand and arm steady while moving the arm or holding the arm and hand in one position.
- Manual dexterity, or the ability to quickly move the hand, the hand and arm, or two hands to grasp, manipulate, or assemble objects.
- Ability to arrange things or actions in a certain order or pattern according to a specific set of rules such as number patterns, letters, words, pictures, or mathematical operations.
- Ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- Ability to adjust actions as needed in relation to others' actions or changing conditions.
- Ability to speak clearly and identify and understand the speech of others.
- Ability to clearly and effectively communicate information and ideas in writing and speaking in English so that others with differing knowledge, skills, abilities, education, and experience will understand.
- Ability to read and listen to and understand complex information in English.

## **COMPETENCIES**

**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.

**Problem Solving and Decision Making:** Recognizes or anticipates problems and uses experience, knowledge, and analysis to brainstorm and implement effective solutions. Exercises good judgment and makes effective, timely decisions, even when information is limited or solutions may involve unpleasant consequences.

**Delegating, Training, and Appraising Work:** Communicates expectations, monitors performance, and provides timely feedback. Consistently keeps records of all coaching and counseling sessions. Makes sure employees are assigned work that uses their time and talent effectively. Develops employees so they can fulfill current and future job responsibilities.

**Planning and Project Management:** Develops and implements strategies to produce quality work within the parameters of existing resources and constraints. Develops and implements effective project plans and timelines. Functions well as a team leader or member.

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

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

## **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 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 25 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>