JOB DESCRIPTION
MANITOWOC PUBLIC LIBRARY

Title of position: Information Technology Technician   **Date:** April 2017

Reports to: Public Services Manager   **FLSA Status:** Non-Exempt

PURPOSE OF POSITION:

Maintains computer software and hardware. Provides general administrative support and customer service.

HOURS OF POSITION:

The number of hours scheduled are determined by the FTE approved for the position. This position may be scheduled to work any hours the Library is open for business (i.e. weekdays, evenings, Saturday and Sunday).

FUNDAMENTAL JOB DUTIES AND RESPONSIBILITIES:

A.   Essential Functions:

1.   Maintains staff/personnel computers and automation equipment which includes but is not limited to: troubleshooting hardware and software issues, configuring hardware for public access, troubleshooting printing and wireless issues.

2.   Assists in providing technology training for library staff.

3.   Assists members of the public in the use of digital resources.

4.   Researches and makes suggestions for new technology and software to be utilized in the library. Implements approved new technology in the library.

5.   Performs website maintenance, including but not limited to: uploading information, checking links and updates, developing pages.

6.   Maintains building security equipment and provides copies of recorded incidents to Director and/or Law Enforcement as needed.

7.   Maintains building security by enforcing library policies for patrons, utilizing disaster and emergency procedures, responding to material threat detection system and other alters. Alerts supervisor and notifies law enforcement as necessary. Completes incident reports.

8.   Provides monthly statistic reports on technology and database use.

9.   Serves as information and referral source for questions and concerns related circulation of materials. Performs functions necessary to check out materials and return materials to circulation. Accurately receives and records receipt of money.

10.   Assist in programming: planning, organizing, implementing.

11.   Assists patrons in location of materials. Assists patrons with use of catalog, computers and other equipment.

12. Assists in training employees and volunteers in the standard operating procedures of the library. Refers questions or concerns about training accomplishments to the supervisor.

13. Maintain knowledge base by taking advantage of continuing education opportunities, including but not limited to: webinars, conferences, and/or scholarly journals.

14. Other duties as assigned.

PHYSICAL DEMANDS OF THE ESSENTIAL FUNCTIONS*

Talking, hearing and near vision are required about 100% of the time, with standing and sitting required about 25% of the time and walking required about 50% of the time. Medium levels of fingering are required about 50% of the time, and low levels of lifting and carrying are required about 25% of the time. Medium levels of pushing/pulling, low levels of fingering, stooping, bending/twisting and reaching are required in unusual or nonroutine circumstances.

*For additional information on physical demands, refer to position inventory.

WORKING CONDITIONS WHILE PERFORMING ESSENTIAL FUNCTIONS:

Over 75% of the time is spent indoors, with protection from weather conditions.

EQUIPMENT USED TO PERFORM ESSENTIAL FUNCTIONS:

Personal computer, laser printer, digital copier, fax machine, calculator, telephone, laptop computer, scanner, digital camera, opaque projector, stapler and paper shredder.

A variety of computer software and hardware programs are also utilized.

QUALIFICATIONS NEEDED:

An Associate Degree in information services management, data processing, computer science or related field is required as is a minimum of one year of previous experience performing similar duties and responsibilities. Proven skill and ability in configuring, installing, testing and maintenance of computer software, hardware and peripherals. The ability to perform duties in multiple environments (i.e. Windows/Unix) and the ability to learn and master new technology is also required. Skill and ability to install, configure, test and maintain network and desktop operating systems is also required. Advanced knowledge of Microsoft and Open Office software is also required. The ability to learn and effectively utilize the Library's automation programs and the ability to learn new applications is also required.

Business skills, including the ability to effectively multi-task and prioritize workload, work independently and maintain strict confidentiality are required. Proven diagnostic and testing skills, the ability to communicate effectively in both oral and written format, work as part of a team and a willingness to learn and apply changing technology methods is also required. The ability to maintain composure and exercise good judgment is also required. The ability to provide effective customer service to populations of varied needs and abilities and the ability to work effectively with a culturally diverse population is also required.

The Manitowoc Public Library reserves the right to consider candidates whose education and work experience provides comparable knowledge, skills and abilities.

This position description has been prepared to assist in defining job responsibilities, physical demands, working conditions and skills needed. It is not intended as a complete list of job duties, responsibilities and/or essential

functions. This description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under supervision. The Manitowoc Public Library retains and reserves any or all rights to change, modify, amend, add to or delete from any section of this document as it deems, in it judgment, to be proper.

Board Approved November 22, 2010