Position Profile			Delaware County District Library Delaware · Ostrander · Powell · Orange
FLSA: Pay Classification:	Non-Exempt / Hourly 35	Effective Date: Reports to:	December 1, 2021 Information Technology Coordinator

Information Technology Specialist

Summary of Job Responsibilities: Reporting to the Information Technology Coordinator, the Information Technology Specialist ensures the operation and usability of the Library's computer systems. Maintains, upgrades, and troubleshoots computer and network hardware and software.

Minimum Qualifications:

- Associate's degree, experience, or certifications in relevant information technology is required.
- One to two years related experience or any equivalent combination of experience which provide the required knowledge, skills, and ability is required.
- Knowledge of network protocols, computer hardware specifications, and software applications (i.e., Windows, Chrome, iOS operating systems) is required.
- Ability to work days, evenings, and weekends is required. The schedule may change as the needs of the Library change.
- Ability to travel between Library locations as needed is required.
- Regular and predictable physical attendance is required.

Employment Contingencies:

- Must satisfactorily complete a background investigation.

Knowledge, Skills, and Abilities:

- Knowledge of current computing practices, standards, and equipment.
- Ability to identify, diagnose, and correct technology problems.
- Understanding of network infrastructure.
- Proficiency with the programs necessary to sustain Library services (i.e., DeepFreeze, Public Web Browser, Computer/Print Management software, Inventory Software).
- Ability to multitask and shift priorities as required.
- Strong oral and written communication skills.
- Strong technology skills
- Flexibility and adaptability.
- Problem solving skills.
- Well organized with strict attention to detail.
- Ability to interpret and apply Library policy.
- Works well individually and as part of a team.

Duties and Responsibilities:

- Installs, maintains, troubleshoots, and upgrades hardware and software for all staff and public networks, PC's, and servers. Creates and maintains desktop images.
- Maintains detailed and up-to-date licenses and hardware/software inventory.
- Acts as on-call hardware/software technician.
- Trains and assists staff and patrons in the use of computer technology.
- Communicates with technology vendors, contractors, and help desks as needed.
- Stays up-to-date with new developments, best practices, participates in continuing education events, and attends appropriate conferences/trainings.
- Participates in the state library association and/or other professional organization as assigned.
- Attends regular staff and committee meetings as assigned.
- Supports and implements the Library's Mission Statement, Vision Statement, Strategic Plan, and Customer Service Expectations.
- Performs other duties and tasks as assigned.

Note: The tasks listed above are illustrative, but not exhaustive, of the tasks performed by persons in this classification.

Working Conditions:

- All Library positions require some or varying levels of physical activity, including standing, walking, reaching, squatting, lifting, carrying, pushing, and grasping.
- Ability to sit/stand and use computer for extended periods and standard office equipment daily.
- Majority of work performed in a public building office environment.
- Employees should be able to lift and/or carry 25 lbs. consistently and 75 lbs. occasionally.
- Requires travel between Library locations as needed.
- Requires ability for extended hours as needed.
- Requires occasional evening and/or weekends as needed.
- Requires periodic participation and attendance at events and trainings.

Employee Acknowledgement: I have read this position profile and had the opportunity to ask questions.

_____   _____
Employee   Date