**Technology Analyst-Innovation Full-Time 38 hours
(Grade E)**

**Basic Function:** The Technology Analyst - Innovation will collaborate with the Strategic Initiatives Manager to provide technical support for LPLS Create Spaces, esports/gaming technology and equipment, and Meeting Rooms. The Technology Analyst - Innovation will solve technology problems, provide cost-effective solutions, and support to ensure efficient daily operation of the organization’s technology needs. The Technology Analyst will facilitate assigned projects by evaluating and refining results.

**Distinguishing Features of the Class:**
The distinguishing feature of this class is that the duties performed require extensive interaction with administration, external clients, and staff to resolve issues and manage projects. Complex and sensitive problems are solved independently.

**Characteristic Duties and Responsibilities:**

Provide Level 1 and Level 2 support for LPLS Create space technology and equipment.

Provide Level 1 and Level 2 support for LPLS esports/gaming technology and equipment.

Provide Level 2 support for all meeting room audio/video equipment.

Collaborates and communicates with staff to thoroughly understand the technology needs of the library.

Determines how changes to a technology project will affect the library and systems.

Coordinates with managers and users to identify technology problems.

Assesses severity of the issues and prioritizes responses as appropriate.

Collaborates with technology providers/vendors to resolve issues and errors.

Responds to inquiries and provides advice to the client regarding current and potential technology.

Develops and communicates detailed specifications for implementation.

Collaborates with the Technology Director to ensure the needs of the library, staff and patrons have been met.

Researches and analyzes the nature, effect, and results of technology for the library.

Drafts informational materials and graphics to explain systems to managers and users.

Performs other related duties as assigned.

Maintains current understanding of industry standards, trends, and best practices through industry and other professional networks.

**Knowledge, Skills, and Abilities:**
Excellent verbal and written communication skills.
Excellent interpersonal skills with a proven ability to collaborate with a team.
Excellent analytical and problem-solving skills.
Extensive knowledge of 3D printing and maker space technology
Extensive knowledge of Office 365 environment
Excellent organizational skills and attention to detail.
Proficient with or able to quickly learn systems and software used by the organization.
Excellent customer service skills.

**Education and Experience:
Bachelor’s degree in Computer Science or related field required, or equivalent experience.**

**Three to five years of technical systems experience preferred.**

**Physical Requirements:**

Prolonged periods sitting at a desk and working on a computer.

Must be able to lift to 40 pounds at times.

**Supervisor**: Director of Information Technology

**Other:** Full-Time 38 hours per week, $25.87-$32.34 an hour. Excellent benefits. Schedule may include evening and

weekend hours. **Makerspace/machine experience preferred. Experience working in a public facing environment preferred.**

Closing date: Open until filled