

# CHILLICOTHE AND ROSS COUNTY PUBLIC LIBRARY

## JOB DESCRIPTION

Job Title: Information Technology Assistant  
Job Classification: Grade 4 (Library Technical Assistant)  
Title of Supervisor: Information Technology Manager

### PURPOSE OF JOB

Responsible for day-to-day maintenance of library computer equipment, software, and network systems and configuration; including creation of interface scripts and installation of network applications, configuration and installation of new computer equipment, installation and upgrade of software system-wide, monitoring of network systems and software, and responding to technology troubleshooting requests from library staff and patrons. Assists as needed in teaching or training computer skills for staff and patrons.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assists Information Technology Manager in the development, configuration, installation, and maintenance of library technology systems; including system network hardware and software, library automation system, library hardware and software, and information technology infrastructure and peripherals.
2. Participates in professional organizations, workshops and training; and keeps informed of current trends and new techniques in library and information technology.
3. Responsible for library location in the absence of a manager. Directs clerical and page staff to ensure all essential tasks are completed.
4. Assists patrons in the use of technology available in the library, including basic troubleshooting of microfilm, photocopier, and computer problems.
5. Instructs patrons in the use of basic reference tools, both print and electronic.
6. Works in public service areas as assigned: including answering reference and information questions; checking materials in and out; answering the telephone; issuing borrower's cards; processing materials, shipments, and reports; shelving, shelf reading, etc.
7. Answers reference questions in person or by telephone and helps patrons locate library materials.
8. Maintains files, records, and statistics as assigned.
9. Performs related duties as required.

### MINIMUM QUALIFICATIONS

1. High school diploma or G.E.D.
2. Two years of post-high school technical training in computer use, maintenance, and troubleshooting, or equivalent experience.
3. Ability to troubleshoot and edit source and configuration files, using languages such as XML, HTML, etc.
4. Experience in use and configuration of network components including routers, servers, and associated protocols.
5. Ability to communicate effectively.
6. Ability to work independently or with minimum supervision.
7. Demonstrated ability to plan work and train and supervise others.
8. Familiarity with MS Office and other office productivity products.
9. Keyboarding/windows proficiency.
10. Ability to operate library technology systems, including personal computer, software programs and other job related equipment.

### INTERACTION

Interaction with staff, patrons, agencies and vendors.

### COMPUTER/TECHNOLOGY SKILLS/EQUIPMENT/SOFTWARE SKILLS:

The following is the common technology used in this position and is not all inclusive.

Outlook, Data Entry, Electronic Resources, SirsiDynix ILS, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Intranet (StaffNet), Internet (www.CRCPL.org), Laptop with LCD Projector or other library-related software applications.

### SUPERVISORY/MANAGEMENT RESPONSIBILITY:

Responsible for library locations in the absence of a manager.

### TRAVEL REQUIREMENTS:

Frequency of travel: Occasional.

### PHYSICAL DEMANDS

Nature of work requires an ability to effectively communicate and exchange information, collect, compile and prepare work documents operating standard business office equipment. Occasional travel by automobile is required for position responsibilities and/or training. Manual dexterity and physical ability to perform tasks. (i.e. repeated lifting up to 35 lbs., continual standing, reaching, bending, and walking).

### WORK ENVIRONMENT

Majority of the work performed in a general office/library environment. Requires availability for extended or nontraditional hours as needed to perform job duties. Requires periodic participation and attendance at related library events and training.

### DISCLAIMER

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.