

Position Profile



Delaware
County District
Library

Delaware • Ostrander • Powell • Orange

Technology Specialist

Summary of Job Responsibilities: 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.
- Knowledge of network protocols, computer hardware specifications, and software applications, including Windows and Linux operating systems.

Knowledge, Skills and Abilities:

- Ability to identify, diagnose, and correct technology problems.
- Knowledge of current computing practices, standards and equipment.
- Understanding of network infrastructure.
- Proficiency with the programs necessary to sustain library services.
- Strong oral and written communication skills.
- Works well individually and as part of a team.
- Flexibility and adaptability.
- Problem solving skills.
- Organized and detail-oriented.

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 customers in the use of computer technology.
- Communicates with technology vendors, contractors, and help desks as needed.
- Attends regular staff and committee meetings.
- Supports and implements the Library's Mission Statement.
- Supports and implements the Library's Customer Service Expectations.
- Stays up to date with new developments, and participates in continuing education events.

Working Conditions:

- All library positions require constant physical activity, including standing, walking, reaching and grasping.
- Employees should be able to lift 10 lbs. consistently and 50 lbs. occasionally.