

Computer Technician

Title: Computer Technician

Grade: 5

Immediate Supervisor: IT Manager

Basic Function:

Performs basic set up, support, maintenance and troubleshooting of stand alone and networked PC's, software, terminals, and peripherals.

Distinguishing Features of the Class:

This classification is responsible for technical work requiring the application of principles of computer technology. This position emphasizes routine computer problems to be solved independently. This work is performed under the general supervision of the IT Manager and at all facilities/locations as needed. Flexibility in scheduling is essential. Employees assigned to this class are required to provide service in accordance with the Library's mission and core values.

Characteristic Duties and Responsibilities:

Assists with setting up and inventorying computer equipment.
Schedules and performs maintenance on computer equipment.
Installs new software and software upgrades.
Maintains database of computer equipment configurations, service, warranties and problem reports.
First line support for hardware and software problems.
Troubleshoots hardware and software problems; makes repairs.
Assists supervisor in training staff.
Communicates with staff to diagnose problems and keep them informed on technical issues.
Attends workshops and meetings related to library technologies.
Delivers equipment to and from branches as needed.
Assists staff in setting up computer equipment for demos, workshops and meetings.
Assists other technicians and network specialists in troubleshooting library systems when necessary
Coordinates erate documentation for the computation of telecommunications and technology discounts

Knowledge, Skills and Abilities:

Good knowledge of microcomputer hardware, operating systems and applications; good knowledge of basic network technology, and the Internet; ability to install, configure and troubleshoot PC and some network-related hardware; effective written and oral communication and good interpersonal skills; must be well-organized and able to work effectively with non-technical staff and patrons; must possess the manual dexterity to install, operate and troubleshoot computers, peripherals, and other technical equipment; ability to lift and move items and materials up to 40 pounds in weight; prior work experience in a library setting is a plus; tact and courtesy; desire and ability to work as a contributing member of a team environment; good judgment.

Education, Training and Experience:

Requires a high school diploma and up to three years of related experience or any equivalent combination of experience and training which provides the required knowledge, skills and abilities. Requires a valid driver's license and ability to travel immediately when needed.

The intent of this summary is to characterize the typical duties and responsibilities that will be required of individual positions assigned to this classification and should not be construed as representing the specific duties and responsibilities of any particular position. Employees may be expected to perform their related duties which are specific to their area that may not be reflected in this class summary.