

## **COMPUTER SERVICES TECHNICIAN**

**Department:** Administration

### **Organizational Relationship:**

Reports to: Public Relations Coordinator

Supervises: Not a supervisory position

### **Overview:**

The position ensures the successful operation and functionality of computers, peripherals and networks for the Calvert Library under the direction of the Network Administrator and the supervision of the Public Relations Coordinator.

### **Required Education/Experience:**

Education: High School Diploma or Equivalent.

Experience: 1 year experience troubleshooting and repairing computers, working with operating systems, software and hardware

Certifications: A + or MCDST desirable

Interest in Libraries

### **Skills Required:**

- Knowledge of desktop and laptop computers and their peripherals
- Knowledge of computer operating systems and applications including but not limited to: Windows (95, 98, XP, Vista, 7), Microsoft Office Professional, Adobe Creative Suite, Internet Explorer and related plugins.
- Knowledge of networks and related equipment
- Knowledge of client/server software implementation
- Knowledge of telecommunication systems.
- Knowledge of Internet
- Ability to be detailed oriented
- Ability to organize, plan, and prioritize tasks
- Ability to handle more than one task at a time
- Ability to apply analytical skills in order to solve complex technical problems and recommend alternatives.
- Ability to work effectively and calmly under pressure and make judgments in accordance with established policies and procedures
- Ability to work independently in the absence of detailed instructions
- Ability to effectively communicate complex technical issues in a non-technical manner, both orally and in writing
- Ability to establish and maintain effective working relationships, positive public relations, positive interpersonal skills and good customer service.
- Ability to work as a member of a team

**Responsibilities/Duties:**

A. Essential Job Functions (All listed responsibilities/duties are considered essential to the position.)

**Hardware/Software support**

- Installs, configures, updates, troubleshoots, and maintains computer hardware, peripherals, and software
- Prepares computers for deployment
- Applies software patches and updates, tests new software, installs plug ins, check event logs
- Assists with the maintenance servers (DNS, WINS, DHCP, Printing, Antivirus, etc.)
- Installs, configures, optimizes and upgrades laptops and portable devices
- Creates and modifies Windows 2003/2008 profiles
- Upgrades and rebuilds computer hardware to increase functionality or extend life of assets
- Responds to reports about equipment malfunctions and repairs or arranges repairs as necessary
- Communicates understanding and support of organization goals and programs through actions and spoken and written words
- Provides telephone support to library staff
- Searches on-line and CD ROM data bases
- Prepares equipment to be shipped out for repair and processes when returned
- Assists library customers as needed
- Keeps current with new technologies and library applications

**Planning/Management**

- Effectively monitors network and takes appropriate action to resolve identified areas requiring modification or improvement.
- Perform preventative maintenance of computers and related equipment (i.e., clean dust from inside computer, test power supplies, etc.)
- Collects, analyzes and evaluates data and information and develops conclusions, action plans, and recommendations thereon.
- Assists in developing computer related policies, procedures, and activities to meet library goals.
- Assists in implementing technology plan in support of library goals and objectives.
- Submits IT related supply requests to Network Administrator
- Recommends products to purchase

### Training and Documentation

- Maintains inventory of equipment
- Documents equipment problems
- Keeps repair records
- Prepares documents to assist staff and public in using computer equipment
- Collects and maintains statistics
- Instructs customers and staff in use of materials and equipment
- Trains staff in use of informational computer resources

### Human Relations/Organizational Commitment

- Demonstrates initiative in assisting customers.
- Answers reference and directional questions for customers.
- Interacts effectively with individuals and groups at all levels
- Keeps all interested and involved parties informed of matters requiring their attention.
- Maintains confidentiality of customer and personnel information
- Follows established policies, quality standards, and rules
- Supports and implements library goals
- Promotes library services and activities
- Performs assigned duties at activities outside the library
- Leads and/or participates in teams as assigned

### B. Special Duties (Employees may or may not be asked to perform any of these duties)

- Prepares special reports
- Provides computer-related demonstrations for visiting groups or individuals
- Attends workshops, seminars and meetings when assigned
- Performs other duties as related

### **Decision Making:**

Makes decisions relative to:

- Customer inquiries
- Setting priorities
- Equipment maintenance
- Computer repairs

### **Accountability:**

Is accountable for:

- Quality of service
- Performing all duties in a friendly, courteous, and professional manner
- Accuracy of work and that work is completed on time
- Reports and statistics

- Efficient operation of library computer systems
- Ensures that all end user hardware and software is in working order
- Informing Network Administrator and Supervisor of problems and solutions
- Assists with security of library computers and networks
- Meeting job expectations as defined
- Following work rules

**Physical demands:**

- Requires sitting, standing, and walking
- Requires reaching, bending and carrying moderate to heavy loads, up to 50 pounds of weight
- Requires ability to move about the library
- Requires ability to operate a keyboard and view a computer monitor
- Requires ability to communicate using a telephone
- Requires ability to carry and replace computers, monitors and related equipment
- Requires ability to travel to and work at library branches

**Unusual demands:**

- Subject to call in or to remain on the job for emergencies
- Occasional after hour or weekend work
- Work is subject to deadlines and frequent interruptions