Michigan City Public Library

Position Description
Title: Technical Services Technology Specialist I
Salary Range: $22.62 to $33.93

Qualifications: Bachelor's degree in a relevant field or Associate's degree/Technical certification with commensurate experience.

General Statement of Responsibility:
Maintain and manage all computer-related functions across all departments, including the library's network, hardware, software, peripherals, client and network security, Internet connectivity, WIFI, backup services, email accounts, website, and any other specialized equipment and services. Diagnose and troubleshoot technical problems and provide solutions in a timely manner. Research, monitor, evaluate and recommend new technologies and services that enable the library to remain current in technology. Upgrade, replace or remove outdated technologies as they occur. Act as the system administrator for the library's Integrated Library System (ILS). Provide assistance to staff and patrons in the use of equipment and software. Assist with website content and maintenance. Maintain an equipment replacement schedule. Perform regular software updates, library-wide. Ensure standardization of software, library-wide, to avoid duplication of effort or unnecessary spending.

The four primary components of the job include, but are not limited to, the following:
1. PC Management, Servers, Printers, and all other Hardware and Software
    Maintain Windows Active Directory environment installed Windows Server OS
        utilizing DNS and DHCP.
    Maintain and configure VMware ESXi hypervisor.
    Daily maintenance of all library PCs, software, printers, etc.
    Assisting staff with all hardware/software needs and issues.
    Address and resolve hardware and software issues.
    Configuring new PCs, including PC networking and setting up and transferring data.
    Backing up of data.
    Daily maintenance of public PC's
    Communicating warranty issues to manufacturers.
    Maintaining an equipment/software replacement schedule.
    Plan replacement and upgrade components as needed and in a timely manner.

2. Networking
    Maintaining LAN and WAN infrastructure including firewall appliances, managed
        switches, and wireless access points.

3. SirsiDynix (Integrated Library System)
    Ability to learn the Sirsi Symphony system.
    Understand how and what to configure on the server and clients.
    Report maintenance and interface with Sirsi customer support.

Monitor new services available thru Sirsi.

4. Website
    Provide technical support/assistance for library website as needed.
    Demonstrate knowledge of common web development scripting languages, including PHP, JavaScript, HTML, CSS, and SQL.

Distinguishing Characteristics:
    The T.S. Specialist I possesses solid judgment, maturity, and strong technical and organizational skills. A heightened attention to detail and critical thinking are essential. Excellent communication skills are required. Possesses the patience, tolerance, and ability to interact with all levels of staff and patrons with varying degrees of technological knowledge and experience. Knowledge of quality products and services and sources for said items is essential. Problem solving skills are critical. Once the job is learned, the employee works independently but under the direction of the Assistant Director/Technical Services Department Head.

Knowledge and Abilities:
        Library policies and procedures
        Purchasing policy
        Meeting Room procedures
        Lift a minimum of 50 pounds
        Physical ability to access and reach difficult locations
        Assist with writing technical information when needed for reports, grants, etc.
        Statistics gathering and reporting
        Attend library meetings and in-service training
        Work all hours the library is open to the public
        Availability to help when off duty (either by phone, remotely, or returning to work)
        Other duties as required

The above reflects the general information considered necessary to describe the essential functions of the job and shall not be construed as an exhaustive statement of duties, responsibilities, or requirements that me be inherent in the job. It is not intended to limit or modify the right of any manager to assign, direct, or control the work of employees under his/her supervision. The use of a particular expression to describe duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.