



The Urbana Free Library

# IT SPECIALIST

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## JOB DESCRIPTION

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| <b>Department:</b> Information Technology         | <b>Benefits:</b> Yes           |
| <b>Division:</b> Administration                   | <b>Time:</b> 39 hours per week |
| <b>Job Type:</b> Civil Service                    | <b>FLSA Status:</b> Non-Exempt |
| <b>Reports To:</b> Information Technology Manager | <b>Pay Grade:</b> 25           |

### **JOB SUMMARY**

Provides customer service-oriented, mid-level technical support for all end-users (Library staff and patrons). Assists the Information Technology Manager with the provisioning, installation, configuration, operation, and maintenance of Library system hardware, software, and related infrastructure. The IT Specialist reports to the IT Manager.

### **ESSENTIAL FUNCTIONS**

- Performs administrative duties of the Library's current version of Windows and Windows Server.
- Provides internal networking (LAN) support.
- Performs system patching and upgrades.
- Performs system imaging and backup.
- Performs diagnostics and resolves hardware and software problems.
- Communicate with vendors for technical support.
- Conducts and maintains an inventory of Library hardware and software.
- Trains Library staff in the operation of Library hardware and software.
- Creates and maintains documentation (FAQ, how-to, etc.).
- Responsible for managing and completing IT projects.
- Responsible for monthly computer lab maintenance, including hardware and software.
- Performs other related job duties as assigned.

### **JOB REQUIREMENTS**

#### **Education & Experience**

- High school diploma or equivalent.
- Any combination of two (2) years of directly related work experience or college coursework that would provide technical knowledge in installing, upgrading, troubleshooting, and maintaining computers, servers, and networking equipment in an enterprise environment.

### **Skills**

- Intermediate administration skills with Windows Server (including AD, DHCP, Hyper-V, file management).
- Intermediate knowledge of network architecture.
- Superior computer hardware and software skills in a Microsoft Windows environment.
- Strong computer hardware and software troubleshooting skills.
- Exceptional organizational, interpersonal, and decision-making skills.
- Exceptional verbal and nonverbal communication skills.
- Knowledge of security concepts like access control, authentication, and authorization.
- Strong customer service focus.
- Dependability and honesty.

### **Ability to**

- Install, configure, maintain, troubleshoot, and resolve workstations, printers, servers, A/V equipment, and networking equipment.
- Communicate clearly and effectively, both verbally and in writing, with Library staff, patrons, volunteers, and vendors.
- Convey technical issues using clear, concise verbal and written communication.
- Evaluate and prioritize tasks to meet deadlines.
- Execute projects and tasks, either independently, by supervising hourly employees or volunteers, or coordinating with other IT professionals.
- Properly route and troubleshoot issues, questions, and user requests in a timely and accurate manner using a ticketing system.
- Work patiently with groups and individuals.

### **General**

- Regular schedule may occasionally need to be adjusted for upgrades or emergencies.

### **CONTACTS: INTERNAL/EXTERNAL**

- Regular contact with Library staff and patrons.
- Occasional contact with vendors.

### **SUPPLEMENTAL INFORMATION**

#### **Working Environment:**

*The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- The work will occur primarily at The Urbana Free Library.
- Possibility of contact with electrical hazards.
- Works in close association with others.
- This position contains a high degree of complexity requiring special training and skills.
- Work is subject to deadlines and frequent interruptions.

**Physical Requirements:**

*The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be met to enable individuals with disabilities to perform essential functions.*

**Lifting:** Physical strength and agility sufficient to lift and maneuver up to 50 pounds. Ability to climb ladders, reach with hands and arms, crouch, or crawl.

**Manual dexterity:** Perform repetitive tasks quickly, neatly, and accurately.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress; and the ability to adjust focus to both print and electronic text.

**Hearing:** Hear in the normal audio range with or without correction.

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to that position.*

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job changes.*

**The Urbana Free Library is an Equal Opportunity Employer.**

**Last updated 02-09-2022**