



**Niles Public
Library District**

Job Description

Job Title: Specialist
Department: Information Technology Services
Reports To: Information Technology Supervisor
Classification: Grade 4
Status: Non-exempt

JOB SUMMARY

Under the direction and supervision of the Information Technology Supervisor, the Specialist assists with the administration of the Library's local area network. The Specialist works independently to troubleshoot problems with computers, networks and office equipment. Resolves technology-related problems and assists in training.

DUTIES AND RESPONSIBILITIES

A. Essential Functions

1. Understands and practices the Mission of the Niles Public Library District (Library).
2. Provides uniformly gracious and friendly service to all internal and external customers.
3. Has working knowledge of Library policies and procedures, with a commitment to carrying them out at all times, while safeguarding confidential and restricted information.
4. Demonstrates a patron-centered attitude.
5. Maintains the level of computer and technological proficiency needed to perform job responsibilities.
6. Assists in the management, operation, and maintenance of the Library's local area network, public wireless network, and internet connectivity.
7. Assists in the installation and maintenance of all software and hardware for all network workstations, servers, and network equipment.
8. Assists in monitoring the security of the Library's network and related equipment.
9. Troubleshoots and resolves hardware and software problems, making repairs where necessary.
10. Assists in providing computer training for staff.
11. May assist staff in providing computer-related information to the public.
12. Assists in planning and development of technology services that meet patron needs.
13. Assists in maintaining the library's intranet.
14. Available to work a flexible schedule that includes evenings and weekends.
15. Attends staff meetings, conferences, and educational opportunities as appropriate to the position and within the budget.

B. Secondary Functions

1. Observes and follows all Library District safety policies and regulations, and reports any hazardous situations.
2. Performs other duties as assigned by the Information Technology Supervisor.

REQUIRED KNOWLEDGE, ABILITIES, AND SKILLS

1. Ability to communicate and work effectively (both individually and as a team member) with the public and all levels of Library staff with tact and diplomacy.
2. Ability to work with minimal supervision, making decisions within stated guidelines to solve problems and to produce accurate work on a timely basis.
3. Ability to organize, prepare, and present information in English, both verbally and in written form.
4. Ability to be flexible and adaptable to new situations.
5. Ability to troubleshoot.
6. Ability to represent the Library in a professional manner.
7. Ability to recognize priorities and meet deadlines.
8. Ability to maintain discretion and confidentiality.
9. Ability to deal with multiple situations simultaneously with corresponding increased stress levels.
10. Ability to research, collect data, and submit results in organized and detailed reports.
11. Ability to explain fundamentals of computer systems to internal and external customers.
12. Ability to work in a team atmosphere, promoting positive and effective working relationships with staff, volunteers, and external customers.
13. Has knowledge of general office machines.
14. Maintains knowledge of computer trends through training classes, literature and attending seminars.

PHYSICAL DEMANDS

1. Work includes prolonged sitting, as well as repetitive keyboard use, moderate lifting, carrying, reaching, stooping, pulling, and pushing activities. Manual dexterity, clear speech, hearing acuity, and correctable vision are also required.
2. Ability to occasionally lift up to 25 pounds. Ability to transport/move up to 100 pounds of materials.
3. Must park in designated areas.
4. Reasonable accommodations to these requirements will be made as needed.

EDUCATION, EXPERIENCE, AND TRAINING

1. Necessary credentials in the network and information technology fields.
2. Proven familiarity with PC hardware, software, networking, the Internet, and audiovisual equipment.
3. At least three years of experience working with networks in a computer-related field.
4. Able to analyze network system functions and make necessary changes to hardware and software.
5. At least two years of experience with developing web-related applications and pages.
6. Any combination of education, experience, or training that satisfies the requirements of the position.

ADDITIONAL REQUIREMENTS

1. If not a U.S. citizen, has a valid work permit.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

The Niles Public Library District is an at-will employer. This means that employment can be terminated at-will by the Library or employee and such termination can be made with or without notice.