



Position Description: IT Specialist

Position Title: IT Specialist

Rate: Starting at \$18/hr. commensurate with education, qualifications and experience; eligible for benefits

Schedule: up to 40 hours/week (Full Time Non Exempt); Occasional evening and weekend hours, Travel between library branches as needed (mileage reimbursed)

Immediate Supervisor: Director

Position Summary:

Under the general direction of the Library Director, the IT Specialist is responsible for the implementation, maintenance, and support of the library's technology infrastructure. This includes ensuring that all computers, devices, networks, and digital services operate efficiently and effectively across all library locations. This position plays a key behind-the-scenes role in helping staff and patrons enjoy a reliable, user-friendly tech experience.

Principle Duties:

- Oversee all library IT systems including computers, printers, Wi-Fi and software
- Provide daily technical support for staff and public computer systems
- Install, configure, and maintain hardware and software across all library branches
- Troubleshoot issues related to internet access, Wi-Fi, printing, and devices
- Maintain and update system documentation and passwords
- Coordinate with the SEO Library Consortium and serve as our tech liaison
- Coordinate with Erate to maintain and acquire equipment
- Maintains and manages The Brumback Library webpage and ensures adherence to accessibility standards
- Monitor system security, backups, and updates to ensure reliable performance
- Support the technology setup for programs and events as needed (e.g. Speakers, Wifi APs, Projectors, Digital Media)
- Maintains and updates Local History and Genealogy microfilm scanners and software
- Maintains confidentiality about the information being processed, stored or accessed by the end-users
- Coordinate with external vendors for repairs, service contracts, or special installations
- Work in collaboration with other departments on events or equipment setup
- Keep up to date with current trends in public library technology and recommend improvements
- Assist patrons with basic device support (e.g., Kindles, tablets, laptops)
- Track tech usage and compile statistics or reports as needed

- Answers support calls from staff and assist patrons with technology issues
- Attends meetings and participates in professional library organizations
- Participate in staff-wide duties when necessary (ex. Setup, cleanup, emergency support)
- Maintain an active inventory of all devices
- Maintains the library's cybersecurity infrastructure
- Plans and improves technology systems based on needs and resources

Knowledge and Abilities:

- Strong problem-solving skills and ability to work independently
- Excellent organizational skills and attention to detail
- Familiarity with web page design and publishing
- Proficient in Google Business or other similar online business presence
- Proficient in Microsoft Office
- Proficient with WAN, DHCP, DNS, Active Directory, and Group Policy
- Proficient with Unifi, VLANs, Segmentation, IPv4, and Firewalls
- Experience with Blue Iris and Libki is a plus
- Ability to install computers, printers and peripherals and to troubleshoot issues
- Ability to be patient with patrons and staff
- Excellent multitasking skills
- Ability to communicate effectively both verbally and in writing
- Ability to lift and move equipment up to 40 lbs and work on your feet as needed

Minimum Qualifications:

- Associate's degree in Information Technology, Computer Science, Database Management, or a related field.
- Minimum of 1 year experience in a technical support or IT role.
- Driver's license, insurance and access to a vehicle
- Excellent troubleshooting, communication, and organizational skills
- Team-oriented, flexible, and service-minded
- Willingness to work weekends for upgrades, maintenance, and installs
- Willingness to work longer than an eight hour day if necessary

Preferred Qualifications:

- Experience working in a library or customer service environment
- Familiarity with integrated library systems (ILS), public access computers, and software used in library settings
- Basic web editing experience (WordPress or similar)

The above declarations are not intended to be an all-inclusive list of the duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job. Additional duties may be assigned.