

TECHNOLOGY SPECIALIST

General Description

This position is responsible for managing and/or performing information technology functions including hardware and software support, troubleshooting, and staff training. Primary liaison for the Marmot Library Network IT team.

Reports to: Library Director

Duties and Responsibilities:

- Troubleshoots District hardware and technology issues; refers complex technical problems which are beyond the skills of the Specialist to Marmot technical staff and tracks the problem until resolved.
- Directs and assists technology vendors contracted in equipment installation, repair, and maintenance.
- Directs and assists technology vendors contracted in support software: inventory, email, cyber security, web-based applications, websites, intranet, etc.
- Manages the maintenance and development of the District's website; supports staff efforts across departments to produce customer-centric content; creates and edits web content as requested; gathers, summarizes, and reports usage statistics.
- Provides support for staff on all technology systems including email; hardware and software; internet; intranet; operating systems; building software systems and 3rd party web-based platforms.
- Trains and creates documentation to promote staff independence on technology systems.
- Provides project management support when implementing new technology projects.
- Helps to develop and adhere to technology operations budget and capital projects.
- Manages the District's eRate program
- Maintains the server room and hardware storage.
- Maintains and enforces security and confidentiality of records and information.
- May perform other tasks as assigned by the Library Director.

Results

- District's computer and software systems directly support the needs of patrons and staff while meeting the library's mission.
- The District's websites and third-party applications work seamlessly across multiple browsers and devices, are attractive, current, and intuitive to use for both staff and patrons.
- Staff have the skills and confidence to use technology efficiently and seamlessly for their day to day work processes.

- Technology applications and resources are tested, evaluated and monitored, and patrons and staff can use them properly.
- District follows best practices with respect to cyber security, data privacy and web accessibility.

Qualifications: Minimum graduation from high school or GED. College/Technical degree, or equivalent education and experience preferred.

Knowledge and Abilities: Skilled in maintaining, updating, and troubleshooting computer software, hardware, and peripherals in a Network operating system environment. Understands operating computer systems, related software applications, and peripheral equipment and devices. Comfortable analyzing technical issues, and developing effective solutions. Understands website design and development as well as content management systems. Possesses strong interpersonal skills including collaboration, communication, and customer service. Able to handle multiple tasks simultaneously, under pressure, and in emergency and stressful situations. Enjoys analyzing data. Ability and willingness to learn library procedures and practices.

Working Conditions:

Lifting materials up to 40 lbs., climbing, stooping, kneeling, crouching and crawling on occasion; position involves a significant amount of computer screen time.

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