

**DOROTHY BRAMLAGE PUBLIC LIBRARY  
JOB DESCRIPTION**

**Job Title:** Technical Support Specialist

**Department:** Administration

**Reports To:** Director

**FLSA Status:** Nonexempt

**Prepared By:** Library Director

**Prepared Date:** 5/10/2017

**Salary Range:** \$35,000-\$64,888

**Summary**

Performs essential technical support duties for library computers and computer-based functions.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Assists with purchasing and performs set-up, configuration and installation of computer systems and software.
- Provides ongoing support in use of computer systems (hardware and software).
- Resolves library computer hardware, software, network, Internet, and automation system problems as they arise.
- Communicates with library staff in person, by phone, or by e-mail for computer system support
- Develops and maintains an inventory of library hardware, software and configuration information consistent with delivery of library technology support.
- Maintains computer maintenance records.
- Maintains Windows Server for library applications.
- Implements local area network including router programming, configuration and installation.
- Manages wireless networks including design, programming, installation and daily administration of wireless controller and Access points.
- Establishes priorities and deadlines for work assignments to ensure that all work is completed accurately and in a timely manner.
- Maintains library web page
- Teaches technology-related community education classes
- Participates in continuing education activities to maintain and develop knowledge base and skill set
- Attends staff meetings and trainings.
- Assists with special and ongoing projects as assigned
- Maintains a positive work atmosphere by acting and communicating in a manner that facilitates positive professional relationships with patrons, co-workers and management.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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### **Education and/or Experience**

Relevant IT certification and previous work experience in computer technical support required, or an equivalent combination of technology education and work experience. Experience in technology training preferred.

### **Language Skills**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **Computer Skills**

To perform this job successfully, an individual should have knowledge of Spreadsheet software and Word Processing software.

### **Certificates, Licenses, Registrations**

Current driver's license

### **Other Skills and Abilities**

Ability to speak and understand some Spanish desirable.

### **Other Qualifications**

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

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds. Specific vision abilities required by this job include close vision and color vision.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential

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functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

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Print Name

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Signature

Date