**CITY** **OF** **SUN** **PRAIRIE** **POSITION** **DESCRIPTION**

**Computer** **Technician** **-** **Library**

**DEPARTMENT:** Library **CLASSIFICATION:** AFSCME Union

**REPORTS** **TO:** Adult Services Librarian **REVISION** **DATE:** March, 2011

**GENERAL** **PURPOSE:**

Oversees library computer operations, including the installation, maintenance, upgrading and troubleshooting of computer hardware and software. Manages all aspects of the telephone, surveillance and building security systems. Maintains library web page and electronic information kiosks. Provides training to library staff in the operation of computer hardware/software, and basic to intermediate level hardware and software instruction to patrons using public computers. Provides training to staff in the use of the telephone, surveillance and building security systems. Provides reference assistance to patrons including database searching, readers’ advisory, research assistance and interlibrary loan requests

**ESSENTIAL** **JOB** **FUNCTIONS:**

•Planning, installation, configuration and maintenance (including software updates) and troubleshooting of *staff* desktop computers, applications, and printer devices.

•Serves as the primary contact between the library, City Of Sun Prairie IT Dept. and SCLS; schedules and expedites site visits.

•Manages library connection to city network resources including Munis, LaserFiche, MSDS Database and shared drives.

•Completes computer-related projects as assigned by the Library Director (Examples: assistance preparing annual computer budget requests and advance planning technology-based services).

•Documents hardware and software, maintains problem log and produces reports.

•Configures, maintains and troubleshoots the VoIP telephone system, records automated voice prompts. Serves as primary contact between the library and phone system maintenance personnel, schedules and expedites site visits. Documents hardware and software, maintains problem log and produces reports.

•Configures, maintains and troubleshoots the building security system, including access control, intrusion detection, video surveillance equipment and fire alarm system. Serves as primary contact between the library and building security system maintenance personnel, schedules and expedites site visits. Documents hardware and software, maintains problem log and produces reports.

•Plans, implements and maintains RFID, self-checkout, and automated handling devices. Serves as primary contact between the library and the vendor.

•Troubleshoots the Integrated Library System.

•Develops instructions and trains staff on the use of PCs, software applications, telephone system and building security system. Provides software support for library staff and volunteers.

•Updates library inventory.

•Planning, installation, configuration, maintenance (including software updates) and troubleshooting of *public* workstations, laptops, applications, and printer devices.

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•Serves as the primary contact between library and SCLS support staff. Participates in the SCLS Partnership program.

•Planning, installation, configuration, maintenance (including software updates) and troubleshooting of library information kiosks. Updates and maintains library web page.

•Manages wireless internet access; serves as primary contact between library, ISP and software support technicians. Generates usage reports.

•Configures documents and trains staff and patrons on the use of time and print management software.

•Provides in-person, phone and email reference service to library patrons.

•Investigates, tests and implements all new technology for both staff and public services.

**OTHER** **JOB** **FUNCTIONS:**

•Participates in appropriate workshops and meetings for continuing education. •Serves on SCLS Governance Committees as appropriate.

•Performs secretarial tasks in the absence of the library secretary. •Recognized as a Key Holder by Police Dispatch Center.

**REQUIREMENTS** **OF** **THE** **WORK:**

•Requires an associate’s degree in computer support or equivalent training or experience. •One year of library experience, and considerable knowledge of library methods and

procedures.

•Minimum one year of work experience requiring direction interaction with or assistance to the public.

•Minimum of one year help desk troubleshooting experience including software and hardware.

•Experience with Microsoft desktop operating systems and applications. Microsoft Office certifications desirable.

•Ability to install, repair and troubleshoot computer components and peripherals.

•Ability to interact with end-users of all ages and skill levels and to provide appropriate training and assistance.

•Ability to identify training needs and to develop materials and systems to meet those needs. •Ability to document operations and procedures and to provide instruction verbally and in

written form.

•Ability to work independently.

•Ability to plan, make decisions, prioritize tasks, and respond to continuously changing work demands.

•Ability to identify opportunities where technology solutions will solve problems or gain efficiencies.

•Ability to maintain a web site and knowledge of web site design. •Must be willing to work outside of regularly scheduled hours.

**WORK** **CONDITIONS** **AND** **PHYSICAL** **REQUIREMENTS:**

Majority of the work is performed in a normal office setting. The remainder of the time is spent inspecting, installing, and maintaining computers and peripherals. In order to access equipment, the employee must occasionally crouch under desks, and lift/move equipment weighing 25 pounds and occasionally up to 75 pounds.

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**APPROVED** **BY:**

Department Head Date

Human Resources Director Date

City Administrator Date

The above is intended to describe the general content of the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.