
Job Title: Information Technologist

Department: Information Technology

Reports to: IT Manager

Salary range: \$33,217.60-\$49,826.40

JOB DESCRIPTION

Summary/Objective

This position provides extensive hardware and software support, training for the staff and public, and will act as the IT liaison for the Osage County Branch. This position will also assist the Information Technology Manager with network set-up and troubleshooting as needed.

Essential Duties and Responsibilities

1. Provides hands-on and remote hardware support for devices such as desktop computers, printers, barcode scanners, servers, network devices, and others.
2. Serves as the back-up network administrator in the IT Manager's absence.
3. Acts as an IT liaison for Osage County Branch to provide hardware and software support and training for the staff and the public.
4. Plans, designs, and presents training programs for the public and the staff on various software packages, internet use, and other technology related topics.
5. Fields incoming help requests from end users via telephone, ticket submission software, and email.
6. Provides software support for software such as Microsoft Office Suite, Google G Suite, Adobe Creative Suite, Library Management System and others.
7. Performs preventative maintenance, including checking and cleaning workstations, printers, and peripherals.
8. Works scheduled shifts at public service desks, primarily in the Public Computer Center.
9. Support and development of the staff intranet.
10. May assist IT Manager and Director with technology grant writing opportunities.
11. Performs other duties as assigned:
 - a. Assists Information Technology Manager with projects as assigned.
 - b. Serves on committees as assigned
 - c. Attends department and Library meetings
 - d. Performs special projects as assigned.
 - e. Assists with library programs and special events as needed
 - f. Counts cash registers at the open and close of the business day as a weekend supervisor.
 - g. Maintains professional appearance of work areas

Knowledge, Skills and Abilities

1. Ability to:
 - a. Utilize good organization, communication and customer service skills.
 - b. Communicate clearly and effectively.
 - c. Write clearly and effectively.
 - d. Work cooperatively with public and library staff.
 - e. Adapt to changing information technologies.
2. Work independently and be self-directed.
3. Must demonstrate a professional attitude and ability.
4. Maintains current knowledge of standard information technology practices to ensure efficient operation of equipment and software.
5. Strong computer and troubleshooting skills.
6. Experience training people on various technology topics.
7. Experience with desktop and server operating systems, including Windows and Apple.
8. Extensive application support experience with Microsoft Office and Google G Suite.

9. Working technical knowledge of web design and development.
10. Experience with content management systems such as Drupal and Wordpress.
11. A+Certification is preferred but not required.
12. Experience with Pfsense and Ubiquiti preferred but not required.
13. Experience with software such as Splashtop preferred but not required.

Supervisory Responsibility

This position will serve as a weekend supervisor during their assigned weekend rotation.

Work Environment

This job operates in a professional office environment. Will operate a computer for most of the work shift. Will work behind a counter at the public service desk. This position routinely used standard office equipment such as computers, printers, phones, photocopiers, cash registers, etc.

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 duties of this job.

- Sitting, standing, walking, kneeling, climbing and stooping.
- Bending/twisting and reaching.
- Lifting and carrying, 50 pounds or less.
- Move tables and rearrange furniture to run cables where needed.

Position Type/Expected Hours of Work

This is a full-time position. Hours are 8 a.m. – 5 p.m., Monday – Friday. The schedule can be flexible. Occasional evening and weekend hours. On-call for critical computer problems. This position will participate in the scheduled weekend work rotation.

Education/Experience

Degree in computer related field or two years of related information technology experience.