

CITY OF REDWOOD CITY

LIBRARY INFORMATION TECHNOLOGY TECHNICIAN

DEFINITION

To support the activities and operations related to the Library's information technology system; perform a variety of routine to complex duties in the installation, repair, replacement and maintenance of computer hardware and software; provide hardware and software related training, technical assistance and support to computer users.

DISTINGUISHING CHARACTERISTICS

The Library Information Technology Technician is distinguished from the Information Technology Analyst series in that the latter supports the following: computer systems for various departments' citywide, data center operations, complex networking equipment, telephony and WAN technologies. This class is further distinguished from the Library Systems Coordinator class in the latter is responsible for overall coordination of activities related to the library's information system.

SUPERVISION RECEIVED AND EXERCISED

Immediate supervision is provided by a Library Division Manager.

May exercise technical and functional supervision over lower level part-time or casual staff.

EXAMPLES OF ESSENTIAL AND IMPORTANT DUTIES – Duties may include, but are not limited to, the following:

1. Install, configure, upgrade and repair hardware, software, and networked equipment including modems, printers, scanners, and kiosks, etc.
2. Diagnose, trouble shoot and resolve complex problems with personal computers, printers, servers, software, and related equipment.
3. Respond to and resolve questions and problems from users; provide technical support, user assistance and training.
4. Image and roll out new workstations.
5. Respond to emergency requests for equipment repair.
6. Assist in the design and development of new systems; assist with integrating new programming code into existing programs to meet user needs.

CITY OF REDWOOD CITY
Library Information Technology Technician (Continued)

7. Evaluate and revise software and procedures to promote efficiency.
8. Compile data and prepare summary reports.
9. Answer routine in-person and telephone directional and informational questions.
10. Maintain an inventory of all work activities, as appropriate.
11. Install, maintain, and troubleshoot shared public use computers.
12. Perform other library duties, as assigned.

OTHER JOB RELATED DUTIES

1. Perform related duties, as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Policies, procedures, concepts and terminology related to library operations.

Modern office practices, procedures, methods and equipment.

Technical aspects of various computer operating systems, network equipment and software.

Standard PC applications including database, word processing, spreadsheets, Web browsers, and similar computer software.

Internet functioning and architecture.

Local Area Networking principles and practices.

Job planning, prioritizing and scheduling techniques.

Basic supervisory principles and practices.

Ability to:

Diagnose and resolve mechanical, electronic and configuration problems.

Systemically document procedures and processes relating to specialized and routine tasks and write technical documentation in a clear and concise manner.

CITY OF REDWOOD CITY
Library Information Technology Technician (Continued)

Establish and maintain effective working relationships with those contacted in the course of work, including other "team" members, other city employees, and the public.

Communicate effectively both orally and in writing.

Take initiative in advancing technical expertise to keep up with the constantly changing computer field.

Perform and meet deadlines in a demanding, multi-task environment.

Work independently.

Skill to:

Troubleshoot personal computer hardware and software problems and make modifications and repairs.

Instruct departmental staff and other users in the operation of computer applications, including explaining system concepts to non-technical users.

Experience and Training Guidelines:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of experience configuring, troubleshooting, diagnosing, repairing, and installing personal computers, printers and peripheral equipment.

Education:

Equivalent to an Associates degree from an accredited college with major course work in computer science, electronics technology, information systems, or a related area.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid California Driver's License.

Special Requirements:

Essential duties require the following physical abilities and work environment:

Must be able to: work in a modern office environment; sit, stand, walk, kneel, stoop, crouch, climb, crawl and lift; work varying shifts, if required; travel to different sites within the City; and maintain a safe driving record.

CITY OF REDWOOD CITY
Library Information Technology Technician (*Continued*)

Effective Date: October 14, 2008

Bargaining Group: Service Employees' International Union – Local 521