| METROPOLITAN LIBRARY SYSTEM |
| Job Description |

Job Title:	Help Desk Technician	Position Code.:	1056-110
Reports To:	Technical Support Manager	Classification:	Non-exempt
Division:	Information Technology	Safety-Sensitive:	Yes
		Date:	12/2024

JOB SUMMARY:

Under general supervision, provides organizational technical support by phone and in-person, including assisting with the installation of new and replacement hardware and software, diagnosing operational problems, maintaining equipment inventory, and ordering supplies and parts; performs administrative duties exercising a significant degree of independence; uses a personal computer to input, format and maintain complex computerized data; composes and types a variety of documents; maintains files, inventories, supplies, equipment, and records. Maintains IT server room and IT supply room.

ESSENTIAL JOB FUNCTIONS:

- Provides support with technical problems; determines if hardware or software related; assists users with hardware/software related problems; diagnoses and repairs equipment; assists with on-site service repair calls and installations as needed.
- Provides initial response for tickets received via the IT Department service portal; resolves, escalates, and redirects issues as required; for issues originating via phone, creates a work order in the Help Desk software; follows up on closed work orders.
- Schedules and performs maintenance to public access and staff computers according to departmental schedule.
- Performs maintenance and upkeep on keyboards, mice, monitors, mouse pads, coin box components, copiers, fax machines, and printers.
- Installs and replaces hardware, including printers, scanners, monitors, RFID equipment, coin boxes, and other computer-related items.
- Contacts IT on-call personnel for issues requiring immediate action outside of normal office hours.
- Uses repair manuals to repair faulty or worn-out components on printers and other peripheral devices.
- Provides excellent service to internal and external guests.
- Provides training to library staff on the use of various types of computer equipment.
- Assists with installation/upgrade of software on new and existing computers.
- Performs operations related to the printing and mailing of ILS paper notices.
- Maintains and cleans the computer room, storage room, and equipment.
- Compiles and verifies complex and/or technical information for processing; prepares reports, charts, or tables from general specifications to present information in an easy-to-read format; researches and assembles a variety of data from office records for incorporation into various reports.
- Categorizes and maintains manual and/or computerized filing systems; enters data; cross-indexes and files documents and books alphabetically, numerically, or by other designated classification.
- Writes task procedures and other instructional material; maintains hardcopy and online documentation of software.
- Checks monitoring software status for any problems with connections, servers, equipment, and network services to address them before the library opens to the public.
- Inventories computer supplies, spare parts, etc., and notifies supervisor when time to re-order; tracks inventory changes on all IT-related equipment.
- Performs day-to-day activities that are required to keep the department (program) functioning effectively but are not specifically related to project work.
- Assists the other IT Department staff as needed.
- Performs monthly maintenance on Automated Materials Handling (AMH) equipment and troubleshoots problems as needed.
- Maintains and upgrades knowledge, skills, and abilities by attending training programs and reading trade and professional publications.
- Drives library and personal vehicles to and from various locations
- Completes all required and assigned training on time.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.

- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library guests' records and the code of professional ethics.
- Performs other related duties as assigned.

INTERACTION:
- Interaction with all levels of staff, and initial support with vendors.

MATERIAL AND EQUIPMENT USED:

Computers, including but not limited to: e-Readers Laptops Personal Computers Servers Tablets	AMH Equipment	Pressure Sealer
	Basic hand tools	RFID Equipment
	Barcode scanners	Scanners / Copiers / Laser Printers
	Coin Boxes	Shredder
	Multifunction Scan/Copy/Fax/Printers	Vehicle (fleet/personal)
	Paper Jogger	

MINIMUM QUALIFICATIONS REQUIRED:
- High School diploma or GED; and
- One year of hands-on hardware and software troubleshooting experience.

Licenses and Certifications:
- Valid State Driver's License
- Current Motor Vehicle Insurance
- Acceptable Driving Record as defined in the Driver Safety Procedures

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:
- Associate degree in Computer Science, Information Technology, or a closely related field.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:
- PC hardware and operational theory.
- Microcomputer operating systems and a variety of software.
- Practical application of computer operations procedures as they apply to the library.
- Administrative practices and procedures, such as business letter writing and the operation of standard office equipment, including a personal computer.
- Record keeping, report preparation, filing methods, and records management techniques.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Standard business arithmetic, including percentages and decimals.
- Basic knowledge of library organization, policies, procedures, equipment, and installed software base.
- All computer applications and hardware related to the performance of the essential functions of the job.

Skill in:
- Using small hand tools to install, service, and repair hardware.
- Operating and maintaining library equipment.
- Typing proficiently, filing alphabetically and numerically, and performing basic computations.
- Using tact, discretion, initiative, and independent judgment within established guidelines.
- Analyzing and resolving computer-related situations and problems.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Using interpersonal skills necessary to effectively interact with staff and guests to give and extricate information in a courteous and friendly manner.
- Providing varied, responsible, and often confidential administrative assistance to executives and staff.
- Researching, compiling, and summarizing a variety of informational and statistical data and materials.
- Writing reports, correspondence, and procedure manuals.
- Installing and configuring network client software, Internet software, and other end-user software.

Mental and Physical Abilities:
- Ability to concentrate and pay close attention to detail with constant breaks in concentration associated with answering phones.
- Ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- Ability to perform numerical calculations to obtain totals, and balances, and verify information from complex forms and transfer to computers or manual reports.
- Ability to diagnose equipment problems without always having to see the equipment.
- Ability to distinguish between hardware and software problems.
- Ability to read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and so forth.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to travel to various locations and to access reliable transportation to do so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, remain in a stationary position 50% of the time, constantly operate a computer and other productivity machinery, position self to work on a variety of equipment at differing heights, ascend/descend ladders to install and repair equipment, and move equipment and boxes weighing up to 50 pounds.
- While performing the essential functions of this position the employee is frequently exposed to the risk of electrical shock and works near moving mechanical parts.

SUPERVISORY RESPONSIBILITY:
- This position has no supervisory responsibilities.

WORK ENVIRONMENT:
- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt, and the like. Occasional cleaning or maintenance of outdoor equipment is required.
- The incumbent's working conditions are typically moderately quiet.
- Working time may require irregular hours, shift times, and a scheduled Saturday rotation with other IT staff.
- This position works alone during evening and weekend shifts.
- This is a safety-sensitive position.
- This position is eligible for Emergency telework.

SUMMARY STATEMENT:
This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as the accommodation does not create an undue hardship to the library or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

Employment with the Metropolitan Library System for this position is conditioned upon compliance with the Driver Safety-Drug and Alcohol Testing Policy (SH 671). The Driver Safety-Drug and Alcohol Testing Policy is available on the Intranet or from the Human Resources Department.

NOTE: The library reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.