CITY OF GARDEN CITY
CLASS SPECIFICATION

TECHNOLOGY DEVELOPMENT SPECIALIST

Reports To: Library Director	**Department**: Library
Established: 10/2019	**FLSA Designation:** Non-Exempt
Revised:	**Pay Grade:** 8

Summary

This position will provide on-site Level 1 IT support to the Public Library, train staff on current and new technology, educate patrons of all ages and skill levels on technology, and plan for the future of technology in the Library. This position will work with numerous organizations, including but not limited to Garden City IT, LYNX Consortium IT, and various IT vendors in troubleshooting and fixing library software and equipment. This position reports directly to the Library Director. Independent judgment and initiative are essential to the effective performance of this position.

Essential Duties and Responsibilities

- Provides daily on-site support for computer systems and library equipment;
- Identifies and interprets malfunctions and initiates corrective action to restore operation;
- Reviews processes and procedures followed by the end-user to determine steps taken prior to malfunction and explain correct procedures;
- Troubleshoots computer system and library equipment malfunctions through to resolution;
- Escalates help desk tickets to Level 2 IT support located within the Garden City IT Department, Boise Public Library IT Department, or one of numerous product vendor's IT help desks;
- Monitors computer systems and supporting hardware equipment and performs routine checks to verify system stability;
- Works with Library staff and the Library Consortium LIT IT group to manage and troubleshoot problems with the Library's Integrated Library Software;
- Maintains detailed records of service ticket logs, vendor assistance calls, service visits, new equipment installation, computer configurations, and system malfunctions;
- Maintains an inventory of non-networked computer equipment, maintenance agreements, warranties, and licenses;
- Provides exemplary customer service to both internal and external users. Strives to integrate tools and services that consider and prioritize patrons-first;
- Consistently surveys the internal and external technology landscapes to proactively plan for system upgrades, new technology releases, license renewals, and communicate how changes will affect staff and patrons;
- Develops, maintains, and implements a current technology plan, continually reviews and evaluates the plan;

- Stays apprised of contemporary issues, trends, and developments in technology and public library services;
- Works with programming staff to conduct technological literacy programs and outreach for patrons of all ages and skill levels;
- Periodically works the Help Desk to understand patron and staff needs and skill levels;
- Provides on the job technology training for staff;
- Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

Other Duties and Responsibilities
- Performs other related duties as required

Acceptable Experience and Training
- Associates degree in computer science, or a related field is preferred; and
- At least two (2) years of related IT experience is preferred; and
- A+ certification is preferred; and
- Library experience is preferred; and
- A valid Idaho Driver's License; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Knowledge, Skills, and Abilities

- Must possess a working knowledge of multiplatform computer devices and software including desktop systems, mobile computing (tablets, phones, and other devices), and emerging technologies.
- Functional knowledge of the principles and practices of PCs or network server operation or both; normal preventative maintenance practices for PCs or network servers; installation, maintenance, and operation of computer hardware and software, peripherals, operating system, and applications software.
- Good knowledge of principles, practices, and current trends in information technology, user experience, online tools, and public library service. Knowledge of library-specific technologies including Integrated Library Systems (ILS), patron self-serve stations, and others.
- Project management principles and processes, actively monitor and manage multiple technology projects to meet goals and timelines, provides load balancing and re-prioritization when needed. Communicate project status to the organization in a consistent manner.
- Ability to work independently and as part of a team, define and diagnose user issues and inquiries, investigate and identify solutions, install, operate, and troubleshoot standard PCs, operating systems, and devices, quickly define, diagnose and resolve user problems with computer hardware and software related problems.

- Must possess good interpersonal skills and have the ability to effectively communicate and maintain positive relationships with other City employees and the general public.
- Has a desire to work in a public service role. Able to train users and communicate technical information to non-technical staff. Excellent interpersonal skills and the ability to communicate effectively and appropriately with people from diverse backgrounds including youth, families, volunteers, and coworkers.
- Strives to integrate tools and services that consider and prioritize patrons first.
- Maintains current knowledge of new and emerging technology.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions, communicate effectively on the telephone and in person, and to hear sounds within the normal range of conversation;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions and sort and catalog a variety of books, written documents, and materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate computer equipment and other specialized library equipment;
- Sufficient personal mobility, flexibility, stamina, and agility, with or without reasonable accommodation, which permits the employee to lift and move up to 50 pounds, stand or sit for extended periods, crouch and maneuver IT equipment, maneuver heavy IT carts, and work in a library environment.
- Jobs in this class require performing repetitive hand movements in gripping, fingering, and hand/wrist/arm movements. Related job tasks may require walking, standing, sitting, lifting, stooping, squatting, kneeling, bending, crouching, pushing, grasping, and reaching.