

Mid-Hudson Library System

Job Description

Job Title: Tech Support Specialist

Reports To: Information Technology Operations Supervisor

FLSA Status: Non-exempt

Telecommuting Eligible

Prepared By: rd, msn, lv

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Approved By: msn

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Summary Works under the direction of the IT Operations Supervisor; provides phone, email, and in-person support to system staff and member libraries; analyzes and resolves hardware, software, and networking/communication problems; assists in managing library websites; provides documentation/training on technical issues, assists in managing server and network equipment, provides technical advice to member libraries and System staff.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Provides phone, email, and in-person training/support to member libraries on a variety of hardware, software, networking, and website issues.
- Visits libraries for emergency computer repairs and/or regular computer maintenance and technical assistance.
- Provides priority support for the System's ILS and associated products.
- Follows through with vendors as necessary to solve support requests.
- Makes use of existing documentation, support systems, and assistance tools to best provide service to system libraries.
- Analyzes and resolves equipment/software problems, prepares new and repaired equipment/software for use or delivery; instructs users in use of equipment/software installation, documents work as necessary.
- Creates and edits content on a variety of websites in accordance with staff and member library requests. Assists in the development and design of System and library websites.
- Creates and edits technical documentation for member libraries and system staff on a diverse range of topics including software installation/usage/support, mobile device usage, basic troubleshooting, and administrative process. Assists in the creation and preparation of reports on website usage, ILS research, and other topics. Assists IT Operations Supervisor and other staff with technical research as requested.
- Performs routine, day-to-day hardware and software maintenance as assigned, and assists in proper upkeep and utilization of systems. Assists IT Operations Supervisor and other technical staff with server administration and network maintenance as requested.
- Demonstrates initiative and judgment in proactively improving technology throughout the system and at our member libraries. Supports IT Operations Supervisor and other technical staff as requested.
- Follows, maintains and assists in the implementation of all security policies, procedures, and technical measures. Performs all work mindful of physical and informational security risks. Reports any and all security risks or potential security risks to the IT Operations Supervisor, or Executive Director as appropriate.
- Participates in and promotes 'green' initiatives including, but not limited to, proper recycling and energy conservation.

Qualifications

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To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements and competencies listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Customer Service** - Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving in situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments; Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others; Recognizes and reports unsafe conditions.
- **Communication** - Express ideas clearly and effectively, both orally and in writing. Reads and listens for clarification; Responds well to questions; Speaks or writes clearly to report, persuade, advocate; Responds positively to criticism or negative situations; Demonstrates group presentation skills; Participates in meetings.

Education and/or Experience

Associate's degree (A. A.) or equivalent from two-year college or technical school and one or more years in related work; or satisfactory completion of a vendor certified program designed to fully support industry standard network operating systems; or some equivalent combination of training and experience. Experience providing tech support/network administration in a professional environment highly preferred.

Certificates, Licenses, Registrations:

Current driver's license.

Other Skills and Abilities

Maintains a broad knowledge of state-of-the-art computer technology, equipment, and systems; participates in professional development activities as appropriate.

Must demonstrate basic proficiency supporting users in-person and remotely in solving software, hardware, and networking issues. Shows strong troubleshooting skills to analyze and resolve these problems.

Must demonstrate basic proficiency in troubleshooting network, computer, printer, scanner, software, and other peripheral hardware errors, website errors, and have administrative knowledge of current operating systems.

Must demonstrate proficiency in using ticket system and remote assistance tools. Must show proficiency and judgment in recommending technical and non-technical solutions to problems.

Must demonstrate basic proficiency with current productivity software.

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Must demonstrate basic proficiency with content management systems (CMS). Must be proficient with basic html and CSS modifications.

Some travel required. Must be able to provide field support across Greene, Columbia, Ulster, Dutchess, and Putnam counties.

Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and support group commitments to goals and objectives; Supports everyone's efforts to succeed.

Other Qualifications

None at this time

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 functions.

While performing the duties of this job, the employee is regularly required to sit, stand, or crouch; talk or hear; and use hands to finger, handle, or feel. Must be able to transport and install equipment weighing approximately 45 pounds.

Travel required within the Library System service area.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level is usually that of a moderate to loud office-type work environment.

This position's duties and assignments are regularly accomplished in a manner eligible for telecommuting to be a viable alternative work arrangement. This position is covered by the MHLS Telecommuting Policy.