

<b>CITY OF CEDAR RAPIDS POSITION PROFILE</b>	<b>JOB CODE #/TITLE:</b> NB524 Library Systems Support Technician
<b>POSITION #/TITLE:</b> 0101 Library Systems Support Technician	<b>Adopted:</b> 04-16 <b>Revised:</b>

<b>POSITION DESCRIPTION</b>
-----------------------------

<b>Department:</b> Cedar Rapids Public Library	<b>Manager Level:</b> Non-Manager
<b>Salary Plan/Description:</b> NBU/Non-Bargaining Unit	<b>Salary Grade:</b> 07
<b>Reports To Position #/Job Code #/JC Title:</b> NB365/ Library Technology Solutions Supervisor	<b>Dotted-line Reports To Position #/Job Code #/JC Title:</b>
<b>FLSA Status:</b> Non-Exempt	<b>City Overtime Status (Employee Type):</b> Non-Exempt
<b>Physical Demand Rating:</b> Medium	<b>Work Environment:</b> Controlled
<b>Pre-employment Testing:</b> Drug and health screening after contingent offer.	<b>Position Testing:</b> Job fit assessment
<b>Personal Protective Equipment:</b> None	

<b>General Statement of Duties</b>
------------------------------------

Provides support and maintenance of computer hardware and software to the Cedar Rapids Public Library.

<b>Distinguishing Features of the Class</b>
---

Some leeway is granted for the exercise of independent judgement and initiative.

<b>Examples of Essential Work (Illustrative Only)</b>
---

Maintains, troubleshoots, and enhances all hardware and software applications used in the function and operation of the Public Library;  
 Designs and creates library-driven technology products that provide service excellence and solve business problems;  
 Installs and maintains system hardware and software such as workstations, printers, faxes and other control systems;  
 Troubleshoots user problems with hardware and software and provides technical assistance to general library staff in the use of existing computer systems;  
 Responds to IT Service Desk calls and ticketing system to assist customers in a timely manner;  
 Writes routines and documentation for procedures, as assigned;  
 Maintains all appropriate records on departmental computer operations and maintenance schedules;  
 Trains and assists other employees in the use of the various computer applications and troubleshoots operational problems as requested;  
 Assists with system generations, peripheral device installation and configuration generations, node or network address definitions;  
 Assists customers in troubleshooting audio, video and lighting control equipment;  
 Requires carrying a Cell Phone and to be available for after-hours calls;  
 Performs all work duties and activities in accordance with City policies, procedures and safety practices;  
 Attends work regularly at the designated place and time;  
 Supports continuous process improvement initiatives; Performs related work as required.

<b>Required Knowledge and Abilities</b>
---

Some knowledge of software, hardware and computer operating systems (specifically Microsoft Windows Operating Systems and Microsoft Office Suite);

Some knowledge of the functions and operations of the Cedar Rapids Public Library; Ability to train others in the use of computer operations and software applications;  
Ability to install new computers, hardware and software;  
Ability to recognize departmental needs;  
Ability to analyze problems and organize their component parts into logical steps;  
Ability to communicate effectively and maintain working relationships with other City employees, supervisory personnel, business and community groups and the public;  
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;  
Ability to use any tool or technique specifically designed to alter, support and deploy large numbers of workstations en masse;  
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;  
Ingenuity and inventiveness in the performance of assigned tasks.

### **Acceptable Experience and Training**

Graduation from an accredited college or university with an Associate's Degree in Information Services, Computer Science or a closely related field; and  
Some experience working with computer software, hardware and operations systems; or  
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

### **Required Special Qualifications**

Valid Iowa Driver's License.  
Certification in CompTia A+ or ability to obtain within 6 months of hire date.

### **Essential Physical Abilities**

Requires the following, with or without reasonable accommodation:  
Clarity of speech and hearing which permits the employee to communicate effectively; Sufficient vision which permits the employee to operate equipment and tools; Sufficient manual dexterity which permits the employee to operate equipment;  
Sufficient personal mobility which permits the employee to visit various and other work stations in the City.