Job Description

POSITION: IT Support Specialist  
DEPARTMENT: IT  
FLSA: Exempt  
REPORTS TO: Director, IT

SUMMARY: Primary responsibility of this position is to support The Live Oak Public Libraries (LOPL) IT Services which include: Desktop, Printing, LAN, Wi-Fi, and Library SAAS Systems. The IT Support Specialist position provides IT support services to staff and patrons within the 16 library branches across three counties. This includes front-line support of the IT Services throughout the LOPL 16 branches. The position requires: email, telephone, web based and one-on-one onsite support at the 16 LOPL branches.

DUTIES AND RESPONSIBILITIES

- Field support for LOPL end-user and patron requests fielding inquiries via E-mail, Help Desk and Telephone.  
- Collaborate with internal departments and vendors to complete tasks.  
- Identify trending or underlying IT training issues and develop training aids for staff.  
- Test problem solutions and implementations to ensure functionality and accuracy while following up to ensure adequate resolution.  
- Perform hands-on equipment installation\repair and remote assistance at the desktop level, including but not limited to installing and upgrading software, and configuring systems and applications.  
- Apply on the job training and diagnostic utilities to facilitate efficient troubleshooting.  
- Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.  
- Perform preventative\inventory audits and maintenance including but not limited to auditing hardware\software logs and checking\cleaning workstations, printers, and peripherals.  
- Troubleshooting and provide support of: Cabling, Phone\Fax devices, Network\Wi-Fi devices including Mobile Devices, Printers, Copiers, and Workstations.  
- Organization of all IT inventory, and workspaces to promote safety and efficiency.  
- 40-hour work week, cell phone\email accessible with the ability to work after hours, holidays, on-call, and additional hours as needed. Must have reliable transportation to travel to the 16 LOPL branches as needed.  
- Provide audio-visual support for staff and patron meetings.  
- Performs other duties as assigned.

DESIRED QUALIFICATIONS AND REQUIREMENTS

- B.S. in Computer Science, Computer Engineering, Information Technology or equivalent plus minimum of 3-5 years working in a technical related field with hands-on LAN\Wi-Fi\Desktop\Network Printing support experience.  
- Microsoft Certified Professional (MCP) and/or CompTIA Network+ certification desired.  
- Experience working in an IT field service support position providing end-user support in multiple locations preferred.
KNOWLEDGE, SKILLS AND ABILITIES

- Ability to maintain a reassuring demeanor, exhibit excellent time management, high integrity, safeguarding sensitive data, solid analytical skills and attention to detail with complementary technical skills in the areas of: desktop computing, SAAS applications, Network Printing, LAN, and Wi-Fi.
- Must be able to communicate well with staff, write effectively and clearly, and must combine knowledge and appreciation of LOPL business priorities with their technical knowledge to efficiently and effectively support the LOPL end user community. Serve as backup for other IT staff.
- In-depth knowledge of Google G Suite, Microsoft Applications, and associated Google\Windows Devices.
- In-depth knowledge of TCP/IP, DHCP, DNS, Switches, Network Cabling, LAN’s and WLANs.
- Familiarization with basic audio-visual equipment and setup for staff meeting AV support.
- Familiarization with applications such as Anti-Virus, PINES ILS, LibData, Envisionware, Mojo Help Desk, and Deep Freeze.
- Familiarization with Ubiquiti network devices preferred.

Physical requirements:

- Sufficient clarity of speech and hearing or other communication capabilities with/without reasonable accommodation to enable the employee to communicate effectively.
- Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials.
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and related equipment.

Working Conditions:

- Physical Demands: Job involves considerable amount of movement and activity. Work routinely involves sitting at a desk, standing for extended periods or bending/stooping, lifting or handling material weighing up to 50 lbs. routinely, climbing ladders and stairs, pushing carts weighing up to 100 lbs., and heavy use of the computer.
- Mental Demands: This is professional and technical work requiring some reasoning and independent judgement. Work is performed with minimal supervision and allows for discretion and variance in work routine.
- Emotional Demands: Some stress related to deadlines. Some pressure related to sustained periods of high-volume activity and multiple demands.
- Social Environment: Work is somewhat isolated in that it is generally done independent of others, however discussions with customers, coworkers, and Director will be regular as well.
- Physical Environment: Typical office/library environment but also a lot of travel between buildings so there will be exposure to outside weather conditions. Some fluctuations in building temperature related to HVAC problems can cause uncomfortable period of heat or cold. Some periods of elevated noise levels.

This position description is not intended to be a complete list of all responsibilities, skills or working conditions associated with this position and is subject to review and change at any time in accordance with the needs of Live Oak Public Libraries. Reasonable accommodations may be made to enable someone with a qualifying disability to perform the essential functions of the position.