

## **JOB DESCRIPTION**

**TITLE:** Support Services - IT Specialist

**CLASSIFICATION:** Grade 20 (non-exempt)

**General Statement of Duties:** Under limited supervision, administers all aspects of computer and network operations. Performs installation, maintenance, training, and user support, as required; plans and coordinates projects to meet future needs.

**EXAMPLES OF WORK:** (Illustrative only)

- Selects and implements hardware and software solutions
- Performs general computer maintenance and upgrades to computers and networks
- Performs problem resolution and provides on-call support for computer/network systems
- Maintains documentation of system and user applications
- Works with other staff to ensure all technology needs are addressed
- Participates in technology budget planning, implementation, and monitoring for purchase and maintenance of hardware and software
- Maintains currency of knowledge with respect to relevant state-of-the-art technology, equipment, and/or systems
- Responsible for other duties as assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Knowledge of computer and network systems; demonstrates initiative, resourcefulness, good judgment, orderliness, accuracy, tact, self-motivated, and adaptability; ability to get along well with others, ability to communicate pleasantly and effectively.

**MINIMUM QUALIFICATIONS:**

At least 3 years experience with computers and networks

Demonstrated knowledge of computer and computer networks

Degree or certifications in a computer related field

Valid Kansas driver's license

Demonstrated ability to communicate effectively with individuals and to work as part of a team

Good health

**PHYSICAL DEMANDS OF POSITION:**

Lifts and carries up to 25 pounds

Bending, twisting, and reaching

Pushes a cart of equipment weighing up to 60 pounds

Talking and hearing, use of telephone

Sitting, standing, walking, climbing and stooping

Typing and writing

**EQUIPMENT USED:** Computer, networking and printing equipment.

**WORK ATMOSPHERE:** Works in all areas of the library.

11/20/2017