



JOB DESCRIPTION

Job Title: IT Assistant

FLSA Status: Non-Exempt **Salary Grade and Salary Range:** Grade 4 - \$19.15 - \$26.89

Cultivate Curiosity. Enlighten the Mind. Strengthen the Community.

Job Overview	
IT Assistants work with the IT/Technical Services Manager to assist in the maintenance of the library’s integrated library system, printing and computer booking system, on-line catalog, website and other computer systems in the Library and on the Bookmobile. IT Assistants may conduct classes and provide one-on-one training for staff and patrons.	
Essential Functions	
1. Maintenance & Troubleshooting. — Helps to ensure that all Library systems are functional and secure. Responsible for maintaining and updating a variety of hardware and software for library patrons and staff. Maintains inventory of parts and equipment. Responsible for supporting and assisting staff and patrons with technical problems and challenges as needed.	70%
2. Documentation & Implementation. Creates and maintains clear documentation and reports of and on library tools, processes, and systems. Monitors analytics and produces reports, evaluating effectiveness and providing recommendations for future action. Provides input to the IT Manager regarding the adoption of platforms, systems, and services that support library functions.	15%
3. Professional Learning. Stays current with library platforms, tools, and technologies. Attends library conferences and workshops that relate to duties as authorized or recommended by the IT & technical Services Manager or Director.	10%
4. Teamwork. Participates in staff meetings to resolve problems, discuss ideas for improvement, and keep updated on Library plans, activities, and changing standards. Provides training and support to staff on communications-related topics.	5%
5. Other duties as assigned.	
<i>Incumbents may be required to work nights and/or weekends and travel to external events.</i>	Total
	100%

Autonomy

Guidelines and results of work are defined. Determines how to accomplish tasks and provides updates to the supervisor.

Supervisory Responsibility

None. Cross-department coordination, training, and support expected.

Education and Experience Required

Requires a two-year college degree or equivalent coursework and/or an equivalent amount of library or IT experience.

Knowledge, Skills, and Abilities

- Use of standard office software to create documents, letters and memos and to produce lists, labels and simple spreadsheets.
- Adept at computer, Internet, and photocopier use. Able to learn how to use and support other technologies.
- Demonstrated ability to think logically, exercise initiative, and act in the best interest of the library.
- Effective at working with a wide range of constituencies.
- Good oral and written communication and social skills.
- Team player.
- Ability to work independently and on a team to meet multiple deadlines and project goals.
- Exhibits a willingness to learn, and teach others, other applications and platforms as needed.

Work Environment

Position may require being up and moving around the Library and at times stationary at work station. The job requires stooping, bending, squatting, stretching. Occasional lifting, such as three or four reams of paper, four or five books, or other materials (up to 25 pounds) may be required. Required to use motor coordination with finger dexterity (with keyboard, shelving), eye-hand coordination, data entry and computer use for accessing information. Should be conscious of appropriate ergonomics and workstation setup.

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all responsibilities and qualifications required of the job.

Date Created: June 21st, 2020

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