Job Title:	Evening Computer Tech	Job Classification:	Computer Tech
Department/Group:	IT	Job #:	#536
Location:	Downtown	Position Type:	26 hrs./wk.
Level/Salary Range:	Non-Exempt $21.52/hr.	Schedule:	Sunday: 1:00-5:00 p.m. Monday–Thursday: 3:00-8:30 pm May include occasional weekends for special projects.
HR Contact:	Leslie Ellsworth	Date posted:	January 11, 2018
Benefits:	Vacation, Sick, Holiday, KPERS		
Posting url:	http://www.olathelibrary.com/employment		

Notes: Submit completed library application and cover letter outlining qualifications and skills to Administration Office, Olathe Public Library 201 E. Park, Olathe, KS 66061 or e-mail personnel at lellsworth@olatheks.org. An online application is available at http://www.olathe.lib.ks.us/employmentapp.aspx

FAX OR E-MAIL:	MAIL:
(913) 971-6839 or lellsworth@Olatheks.org **Online Application:** http://www.olathelibrary.org/employmentapplication **Subject Line:** Attention: HR Department/Computer Tech #536	Leslie Ellsworth Olathe Public Library 201 E. Park St. Olathe, KS 66061

Job Description

SUMMARY

This position maintains library computers, supports all horizontal applications and each department's vertical applications. This includes installing software, hardware and updates. The incumbent interfaces with third party support and vendors. Provides training, as needed to staff and public.

Duties include providing network, server, and PC support. Responsible for analyzing and troubleshooting PC problems, application issues, network issues and server problems. Includes some programming computer applications and systems for Library users. Assists in researching, proposing and implementing new technologies. Attends various meetings related to the library and computer technology.

ROLE AND RESPONSIBILITIES

Essential Duties:

1. Responds to user requests for service; troubleshoots problems and develops solutions.
2. Diagnoses and makes minor repairs or oversees the repair of hardware failures by third party vendors.
3. Maintains logs and the inventory of equipment and parts.
4. Provides network connectivity problem resolution by checking ports, routers, switches and firewall.

5. Maintains equipment and software in use. Install software and hardware and find correct drivers.

6. Protects the integrity of library data by maintaining Active Directory, network security, and backups.

7. Trains users via the telephone or in-person.

8. Keeps current on diversity of equipment and software in use.

9. Evaluates and recommends improvements to hardware and software. Reports problems with current software. Advises supervisor on equipment requirements and problem areas and makes recommendations for solution of problems.

10. Attends library-related meetings, workshops, in-service programs, etc.

11. Performs other duties as assigned.

Specific Duties:

1. Create and maintain staff user accounts in Active Directory.

2. Provide profile training to newly hired staff.

3. Maintain logs and inventory of equipment.

4. Provide technology support for classes and workshops.

5. Assist Network Administrator with management and support of technology resources.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

Physical Requirements:

The physical demands to perform this job are the ability to use hands to operate objects or controls, sit, stoop, kneel, crouch, and lift up to 50 pounds. Hand-eye coordination is necessary to operate computers and office equipment. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to focus.

Education and Experience:
A+ certification and minimum 2 years hands-on equivalent experience in personal computer repair and local and wide area network systems analysis; or any combination of education and experience that would provide the applicant with the desired skills, knowledge and ability required to perform the job. Networking skills preferred.

Licensing and Certification:

- Valid Kansas State Driver's License
- A+ or equivalent experience

Knowledge, Skills, and Abilities:

- Thorough knowledge of personal computer hardware and software, including Windows 7/10 Professional Operation Systems.
- Thorough knowledge of Active Directory, Group Policies, and network security.
- Knowledge of local and wide area network systems, including Microsoft Server 2008 and 2012 Operating System.
- Thorough knowledge of Internet software, including Internet Explorer 8.0 or later and Firefox. Safari and Chrome a plus.
- Knowledge of new developments related to personal computers and networks. WordPress, MS Visual Studio, Drupal and other web tools a plus.

- Knowledge of a wide variety of application programs, including the MS Office Suite 2013 and Office 365. MS Access expertise a plus.
- Ability to identify and diagnose problems related to computer hardware and software and to find effective solutions independently.
- Ability to learn and apply a variety of detailed procedures, as well as read and interpret technical manuals accurately.
- Ability to communicate effectively both oral and written.
- Ability to take initiative and assume responsibility for multiple tasks, exercising sound judgment with minimal supervision.
- Ability to establish and maintain effective working relationships with other employees, vendors, contractors and the general public.
- Must exhibit attitudes and personal qualities necessary to produce high quality library service.
- Ability to provide own transportation to and from library locations and within the metropolitan area as needed.

SUPERVISION:
This position is under the direction of the IT Services Supervisor.

Last Updated By:	Leslie Ellsworth	**Date/Time**:	01/11/2018