



HUMAN

## POSITION DESCRIPTION

We believe that each employee makes a significant contribution that should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications, and job scope, but not limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of the services we provide to our patrons.

### RESOURCES

**Job Title:** **Information Technology Specialist**  
**Location:** System Responsibilities – Charleston Main  
**Reports To:** Information Technology Manager  
**Last Revision Date:** 10/2021

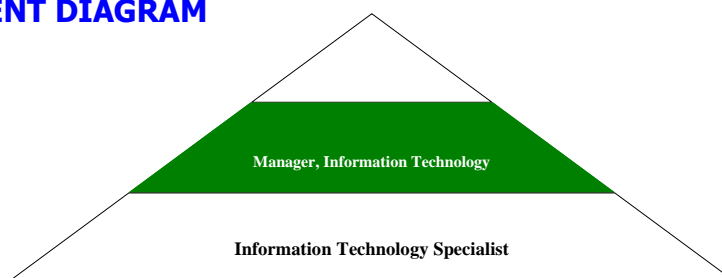
### PURPOSE

Under the supervision of the Information Technology Manager, provides technical computer systems support to the staff of the Kanawha County Public Library. Performs a wide range of activities including hardware installation, maintenance, and upgrade. Provides user consultation and problem resolution. Work is reviewed through observation and analysis of completed work, and periodic conferences.

### NATURE & SCOPE

Under general supervision, the Information Technology Specialist effectively performs a wide variety of complex assignments in support of system-wide initiatives related to information technology.

### ORGANIZATION PLACEMENT DIAGRAM



### QUALIFICATION GUIDELINES

Education	Experience
<b>Essential</b>	
Bachelor's degree in related field or equivalent experience	Minimum two (2) years' experience working in IT Demonstrated experience working with PC and Microsoft Office applications.
<b>Preferred</b>	
<b>Ability to:</b>	
Maintain operating knowledge of related equipment and software.	
Work cooperatively and effectively with staff, vendors, and agencies.	
Communicate technical issues to non-technical staff in a clear and understandable fashion.	
Manage multiple tasks throughout the workday.	
Troubleshoot basic to moderate technology issues.	
Provide proof of valid driver's license with acceptable driving record.	



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RESOURCES

### PRIMARY ACCOUNTABILITIES

Receives technology hardware (computers, scanners, printers, and associated peripherals), logs and maintains inventory, completes licensure and warranty information.  
Prepares equipment for pickup or shipping.  
Responsible for supply and distribution of basic computer replacements such as mice, keyboards, and monitors.  
Maintains accurate up-to-date records of repair, installation, and removal of equipment.  
Performs the setup, configuration, and maintenance of Staff and Public computer hardware.  
Maintains technical documentation, as required.  
Develops skills to serve as backup for the troubleshooting of ILS, Applications, Network, Telephony, and servers.  
Remotely connects to employee workstations or servers to troubleshoot technology related issues.  
Communicates with employees via telephone and email to resolve issues.  
Provides internal support for other employees requiring assistance. (may require evening/weekend work)  
Carries out any other duties within the scope, spirit, and purpose of the job.

### ESSENTIAL ABILITIES

Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate well with the supervisor, community, vendors, employees, and general public.  
Sufficient vision, with or without reasonable accommodation, which permits the employee to produce and review a wide variety of materials, written correspondence, reports, requests for proposals, specifications and related materials in both electronic and hard copy form.  
Ability to regularly ascend or descend a series of stairs or several tiers of stairs frequently throughout the workday.  
Ability to regularly lift, move or carry computer and other hardware equipment.  
Ability to work a flexible schedule, to include after-hours with resulting return to duty.  
Ability to travel to and from various locations.  
Ability to maintain body equilibrium to prevent falling when walking, standing, or crouching.  
Ability to effectively communicate in writing and orally on job progress, personnel management, and other overall assignments and responsibilities.  
Ability to comprehend and sustain fundamental principles of library services, to include open access to library materials and privacy rights of patrons.  
Ability to maintain regular and reliable level of attendance.  
Ability to learn and carry out the primary accountabilities of the assigned position.

*All positions at the KCPL require a criminal background check.*

*Reasonable accommodations may be made to enable qualified individuals with disabilities to perform primary accountabilities of this job. This job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.*

This job description is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

This job description will be reviewed periodically as duties and responsibilities change if necessary. Essential job functions are subject to modification