

IT Support Technician

JOB TITLE: IT Support Technician

FLSA STATUS: Non-Exempt

GRADE: 38

DEPARTMENT: Technical Services

APPROVED DATE: 11/2018

REVISED DATE: 02/2022

Job Summary

Provide front-line support for the diagnosis and assignment of technology support requests. Install, diagnose and repair networked computers and related hardware/software to support the Library District's core service of providing access to computers and connectivity.

We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

1. Receive and process requests for technology support services leveraging the Library's IT Service Management tool. This includes determining the urgency of service requests and incidents for continuity of customer service, suggesting actions to users to overcome technical problems, and diagnosing the issue for assignment to appropriate staff. Work closely with other IT staff as needed to gather information to respond, track and follow-up on requests to ensure that issues are resolved.

2. Image, repair, install and provide technical support for staff and public computer hardware and software including printers and other associated peripherals.
3. Perform advanced systems diagnosis to determine and maintain the health of all supported systems located in Libraries. This includes leveraging critical thinking skills to determine the correct course of action for each unique situations set of circumstances.
4. Collaborate with other IT units to maintain a knowledge base of information that can be used to resolve customer requests.
5. Provide end-user support for authorized software, hardware, and systems.
6. Provide after-hours support to library staff, as assigned. This could include performing after-hours work on site, remotely or by utilizing support contracts and coordinating repairs with vendors as needed.
7. Work with third party vendors to repair equipment, arrange for on-site or shipment of equipment to repair facility, coordinate with Finance for the accounting and processing of payment, as directed by IT Enterprise Systems Manager or IT Senior Support Technician.
8. Ensure the proper disposal of surplus equipment. Perform pre-disposal processes to wipe data from hard drives, remove usable items from equipment, arrange for disposal with third party recycler, provide appropriate documentation to Finance and reflect changes in equipment inventory database.
9. Collaborate with Network and Server teams to perform routine, on-site maintenance and recovery tasks for networking and server equipment located in libraries. May also be leveraged as "remote hands" in cases of emergency.

Additional Duties and Responsibilities

1. Assist in the documentation process as it relates to Disaster Recovery and Business Continuity, as directed by the IT Enterprise Systems Manager.
2. Administer the service of temporarily loaning technology equipment to staff by managing inventory, performing equipment testing/repair and ensuring documentation/necessary accessories are included with each shipment. Perform daily equipment check-in and check-out. Run reports to analyze equipment utilization and provide recommendations to add/delete/upgrade inventory.
3. Provide consultation support for technology related acquisitions and engagements.
4. Attend meetings, trainings, and workshops as assigned.

5. Assist with special projects as required.
6. Perform other duties as assigned.

Supervision

The position reports to the IT Enterprise Systems Manager. The position does not supervise the work of others.

Knowledge, Skills, and Abilities

1. Strong customer service, communications, and critical thinking skills.
2. Demonstrated ability to work cooperatively and maintain effective working relationships with others.
3. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.
4. Ability to communicate effectively with diverse audiences.
5. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.
6. Ability to clearly communicate computer concepts and terminology with other staff.
7. Ability to expertly operate relevant computer systems including hardware and software, such as word processing, database, and spreadsheet software, e-mail, and internet navigation in addition to other office equipment and security systems.
8. Knowledge of the use and maintenance of computers and associated equipment and software, with a demonstrated ability to investigate and diagnose advanced computer operating problems and implement defined solutions.
9. Self-motivation, proactive solutioning and thorough follow-through on IT issues affecting the Library.

Education and Experience

Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:

1. Associate's degree in computer science or at least four years of experience in providing technology support or equivalent combination of technical training and related experience is required.

2. A+, Network+ or other computer technology certification preferred.

Physical and Environmental Conditions

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Most of the work is carried out within a generally accessible, safe, indoor environment. While performing the duties of this job, the incumbent is required to operate computers for extended periods of time.

The incumbent must regularly communicate with coworkers and members of the public. These contacts and situations are deemed to be generally safe and free of undue stress, but require incumbents to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.

An incumbent is expected to regularly travel to various library branches in the District to provide training and maintain knowledge of library procedures. Incumbents may travel to various sites in all kinds of weather and traffic conditions. To accomplish this travel, the incumbent must be able to drive and hold a valid Washington State driver's license or to make independent arrangements for such transportation.