

IT Senior Support Technician

JOB TITLE: IT Senior Support Technician

FLSA STATUS: Non-Exempt

GRADE: 39

DEPARTMENT: Technical Services

APPROVED DATE: 08/2018

REVISED DATE: 12/2018, 02/2022

Job Summary

The IT Senior Support Technician is a lead position that is responsible for providing customer-focused, expert-level support for the operation and functionality of end user hardware, software and connectivity throughout the Library organization. The IT Senior Support Technician provides leadership to front-line support staff in the diagnosis and assignment of technology requests and leads projects and staff in the implementation and support of desktop technologies to support the Library's core service of providing access to computers and connectivity.

This position contributes to the Library District's effective operation, providing library services, spaces, and resources that are representative of diverse cultures and perspectives, intentionally inclusive, and accessible to everyone.

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. Manage field technician schedules, lead the development of FAQs and instructional guides for the systems and hardware the support team is responsible for, and provide periodic training in areas such as Information Technology Service Management (ITSM), endpoint support, and application navigation.
2. Receive and process requests for technology support services leveraging Sno-Isle Library's ITSM 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.
3. Establish and lead desktop support process analysis and develop strategies for continuous improvement. Develop and make recommendations to the IT Managers on procedures and standards related to desktop usage and support processes.
4. Oversee the development and initialization of change requests made to the Change Advisory Board (CAB) regarding desktop support services.
5. Lead and collaborate with other staff to create and maintain a knowledge base repository which provides a collection of information that can be used to resolve customer requests.
6. Image, repair, install and provide technical support for staff and public networked computer hardware and software including printers and other associated peripherals.
7. Perform advanced systems diagnosis to determine issues and maintain 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.
8. Provide after-hours support to library staff, as assigned. This may include performing after-hours work on site, remotely or by utilizing support contracts and coordinating repairs with vendors as needed.
9. Coordinate the third-party repair of equipment, such as arranging for on-site or shipment of equipment to repair facility and coordinating with Finance for the accounting and processing of payment, as directed by IT Enterprise Systems Manager.
10. 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.

11. Collaborate with Network and Server teams to perform routine, on-site maintenance and recovery tasks for networking and server equipment located in community libraries. This position 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. Lead 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, and perform other duties as assigned.
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. 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.
2. Strong customer service and communications skills.
3. Self-motivation, proactive solutioning and thorough follow through in all IT matters.
4. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.
5. Ability to communicate effectively with diverse audiences.
6. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.
7. Ability to clearly communicate computer concepts and terminology with other staff.

8. 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.
9. Self-motivation, proactive solutioning and thorough follow through in all IT matters.

Education and Experience

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

1. Associate degree in computer science or related field required. Bachelor's degree preferred.
2. At least six years of experience in providing technology support or equivalent combination of technical training and related experience is required.
3. At least two years of experience providing technology support in a lead role required. Four years preferred.
4. 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 be able to operate hand tools, move equipment or materials weighing up to 50 pounds and must be able to set up equipment used in training and demonstration.

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.

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.