

Carthage Public Library District Technology Maintenance Job Description

Primary Function:

Maintain library's computers and other technology and equipment. Assist staff with technology related questions and problems.

Education / Experience requirements: Experience with maintaining and upgrading computer hardware, operating systems, software, networks, and printers.

Physical Requirements: Regularly required to stand, walk, sit, bend, stoop, crouch, reach, climb, push and pull. Lift computer equipment or materials up to 30 pounds. Vision and hearing at or correctable to "normal ranges."

General Requirements:

- Reliability – coming to work on time, as scheduled. Give adequate notice to request time off.
- Ability to work pleasantly and effectively with staff, patrons, and the community.
- Ability to work accurately in a changing and varied environment, and with frequent interruptions.
- Ability to communicate clearly, both orally and in writing.
- Ability to read and follow instructions.
- Ability to follow library policies and procedures.
- Ability to work independently.
- Knowledge of and experience with computer hardware, operating systems, software, and printers.
- Ability to learn to use various computer programs, databases, apps, etc. and to teach computer skills to others.

Key Functions and Duties:

- Learn about the Library's computer setup and software.
- Maintain all I-pads, computers, printers and other related equipment. Clean equipment regularly.
- Schedule and run basic updates (computers & I-pads). Check for unauthorized programs, for viruses, spyware, adware, malware, ransomware, etc. (weekly)
- Be sure antivirus software is installed, updated, and functioning properly (weekly)
- Troubleshoot any technology-related problems, requesting professional assistance if needed. Develop a troubleshooting guide or checklist for staff.
- Set up any new computers or equipment purchased; install software, connect to printer, etc.
- Process and install computer software and I-pad apps. Maintain list of computer software & I-pad apps & on which devices it's available
- Maintain an inventory of computers and other equipment, updating whenever equipment is purchased or upgraded.

- Develop (with director) and follow Technology Plan, including plan to upgrade or replace computers on a rotating basis
- Advise director on the need for and purchase of computer equipment and software; research any potential technology purchases.
- Assist director with writing applications for technology grants, and following through with grant requirements including assessments and reports.
- Work with other staff to update and maintain Library's website. Check for ADA compatibility. Check for compatibility with mobile devices. Periodically test links from our site for functionality.
- Help promote the library's databases and other on-line resources.
- Advise director on needed rules or policies for use of the computers or internet.
- Seek out and take advantage of free on-line trainings, webinars, forums, etc. to learn about the library's databases and programs, to find solutions to problems, to improve or learn new skills, and to keep informed about new technology and trends.
- Maintain a neat work area
- Other duties as assigned.

Other Expectations:

- Be an advocate for the Library.
- Provide excellent customer service when working with the public.
- Ask for clarification of instructions, goals, and timelines as needed.
- Use time wisely and prioritize tasks.
- Complete all tasks accurately and thoroughly, meeting expectations for quality and timeliness.
- Accept responsibility for assigned tasks or projects and follow through to completion, asking for assistance as needed.
- Consult with director and other staff before initiating a new project or program or proposing significant changes.
- Communicate with coworkers to keep them informed.
- Seek resources for free continuing education opportunities to learn information or skills to enhance job performance.
- Adhere to the Employee Guidelines document which explains rules and policies for
 - Parking
 - Dress code
 - Name tags
 - Absences & Tardiness
 - Use of library equipment and supplies
 - Spending work time only on work tasks
 - Circulation privileges