Chillicothe & Ross County Public Library

Information Technology Assistant
Supervisor: IT Manager
Position: FLSA Non-Exempt
Pay Band: C

Position Summary

The Information Technology Assistant is responsible for day-to-day maintenance of library computer equipment, software, configuration and installation of new computer equipment, installation and monitoring of network systems and software, and responding to technology troubleshooting requests from library staff and patrons.

Essential Duties & Responsibilities

- Assist Information Technology Manager in the development, configuration, installation, and maintenance of library technology systems; including all hardware, software, networking and telecommunication systems, and information technology infrastructure and peripherals.
- Participate in professional organizations, workshops and training; and keeps informed of current trends and new techniques in library and information technology.
- Assist in teaching or training computer and technology skills for staff and patrons.
- Responsible for library location in the absence of a manager. Directs clerical and page staff to ensure all essential tasks are completed.
- Assist patrons in the use of technology available in the library, including basic troubleshooting of microfilm, photocopier, and computer problems.
- Instruct patrons in the use of basic reference tools, both print and electronic.
- Responsible for monitoring the safety and accessibility of our physical and digital spaces. Report findings to supervisor as needed.
- Work in public service areas as assigned: including answering reference and information questions; checking materials in and out; answering the telephone; issuing borrower's cards; processing materials, shipments, and reports; shelving, shelf reading, etc.
- Answer reference questions in person or by telephone and helps patrons locate library materials.
- Maintain files, records, and statistics as assigned.
- Actively participates in safety and security trainings and utilizes training to protect the physical library, the library's online infrastructure, staff, and patrons.
- Perform related duties as required.

Qualifications

- High school diploma or G.E.D.
- Two years of post-high school technical training in computer use, maintenance, and trouble shooting, or equivalent experience. CompTIA A+, Network + or other relevant industry certifications preferred.
- Experience with Active Directory, user maintenance, group policy, cloud computing and virtualization preferred.
- Experience in use and configuration of network components including routers, switches, and access points.
- Ability to communicate effectively.

- Ability to work independently or with minimum supervision.
- Demonstrated ability to plan work and train and supervise others.
- Ability to operate library technology systems, including personal computer, software programs and other job related equipment.
- Valid driver's license.

Supervisory/Management Responsibilities

Responsible for library locations in the absence of a manager.

Interaction

Works frequently with staff, patrons, and vendors.

Computer/Technology Skills/Equipment/Software Skills

Common technology used in this position includes but is not limited to Laptop and Desktop Computers, Printers, Copiers, Fax Machines, Audio/Video Equipment, Microsoft Windows, MacOS, Android, iOS, Office 365, Remote Access Software, Electronic Resources, Intranet (StaffNet), Internet (www.CRCPL.org), SirsiDynix ILS and/or other library-related software applications.

Travel Requirements

Travel by automobile is required for position management responsibilities and training.

Frequency of travel: Occasional

Physical Demands

Ability to regularly lift/push/pull up to 50 pounds.

Nature of work requires an ability to effectively communicate and exchange information, collect, compile and prepare work documents operating standard business office equipment.

Manual dexterity and physical ability to perform essential duties requiring continual standing, reaching, bending, and walking.

Work Environment

Majority of the work performed in a general office/library setting.

Telecommute Potential: 10%

Requires availability for extended or nontraditional hours as needed to perform job duties.

Requires periodic participation and attendance at related library events and training.

Disclaimer

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.